
Stoll TSM Survey

2024 Report

April 2024

Prepared by: Acuity Research & Practice

A close-up photograph of a hand holding a black pen, poised to write on a document. The document contains various charts, including a bar chart with multiple colored bars and a line graph with a red arrow pointing downwards. The background is slightly blurred, showing more of the document and a wooden desk.

stoll

Contents

1. [Introduction](#)
2. [Key Metrics Summary](#)
3. [Overall Satisfaction](#)
4. [Keeping Properties in Good Repair](#)
5. [Responsible Neighbourhood Management](#)
6. [Respectful & Helpful Engagement](#)
7. [Recommending & Improvements](#)
8. [Wellbeing](#)
9. [Understanding Satisfaction](#)
10. [Summary of Results](#)
11. [Recommendations](#)



Introduction

Stoll is a housing and support provider for older vulnerable and disabled veterans in London.

Acuity has been commissioned to undertake a tenant satisfaction survey of their tenants, to collect data on their opinions of, and attitudes towards, their landlord and the services provided.

The survey was designed using the new Tenant Satisfaction Measures from the Regulator of Social Housing, which became mandatory to collect from April 2023 and are due to be reported for the first-time in 2024.

For this TSM report, all Stoll tenants were asked to complete a 32-question survey, either online or by post. The survey is designed to collect the views of approximately 140 tenants from the 280 tenants, 50% of the total population, although this was always going to be difficult. At the close of the survey, the number of tenants who responded was lower, at 94.

The report includes a breakdown of results by housing scheme, and also by survey response method. The breakdowns by scheme exclude Hugh Gaitskell Close as only one tenant responded from here but do include the results from Banstead Court; whilst just four responded from here Stoll have asked this to be included. In addition, the results are compared with other Acuity LCRA clients, both across all regions and specifically to those in London.

The survey is confidential, and the results are sent back to Stoll anonymised unless tenants give their permission to be identified – 80% of tenants who responded did give permission to share their name and 89% of these tenants are happy for Stoll to contact them to discuss any issues they raised.

The aim of this survey is to provide data on tenants' satisfaction, which will allow Stoll to:

- Provide information on tenants' perceptions of current services
- Compare the results with previous surveys, where possible
- Compare the results with other landlords (where appropriate)
- Report to the regulator.

For the overall results, Acuity and the Regulator of Social Housing recommend that landlords with fewer than 2,500 properties achieve a sampling error of at least $\pm 5\%$ at the 95% confidence level. In order for Stoll to achieve this, a total of 162 responses would be required. The regulator acknowledges, however, that this is difficult to achieve for smaller landlords such as Stoll, but that the survey results will still be acceptable and compliant as long as a census approach is applied. As all Stoll tenants were asked to complete the survey, the results are deemed compliant although at 94 responses, the sampling error is higher than recommended at $\pm 8.2\%$.

The majority of figures throughout the report show the results as percentages. The percentages are rounded up or down from two decimal places in the results file to the nearest whole number, and for this reason, may not in all cases add up to 100%. Rounding can also cause percentages described in the supporting text to differ from the percentages in the charts by 1% when two percentages are added together.



63%

Overall Satisfaction

Almost two-thirds of tenants are satisfied with the overall service provided by Stoll (63%). Satisfaction rates are higher for the provision of a safe home (68%), and with the level of support from Stoll staff (68%). Satisfaction rates with repairs in the last 12 months, and with opportunities to interact with neighbours and the wider community, are both at 64%. However, 73% of tenants surveyed are satisfied with the cleanliness and maintenance of communal areas – the highest satisfaction rate in the survey.

Just 43% of tenants are satisfied that Stoll listens to their views and acts on them, and satisfaction rates are between around a half and two thirds for most of the other measures. The lowest satisfaction rate is for Stoll's handling of complaints (17%), although this is often among the lowest-performing metrics for social landlords.

In addition, 41% of tenants would recommend Stoll to other people, while the overall Net Promoter Score (NPS) is -1.

Key Metrics Summary 2024

stoll



58% Well maintained home



68% Safe home



64% Repairs - Last 12 months



59% Time taken - Last repair



51% Repairs - Overall satisfaction



73% Communal areas clean & well maintained



52% Positive contribution to neighbourhood



50% Anti-social behaviour



57% Easy to deal with



43% Listens & Acts



56% Keeps you informed



63% Treats fairly & with respect



17% Complaints handling



41% Promoters



64% Opportunities for interaction



68% Support from staff



55% Energy efficiency



Overall Satisfaction

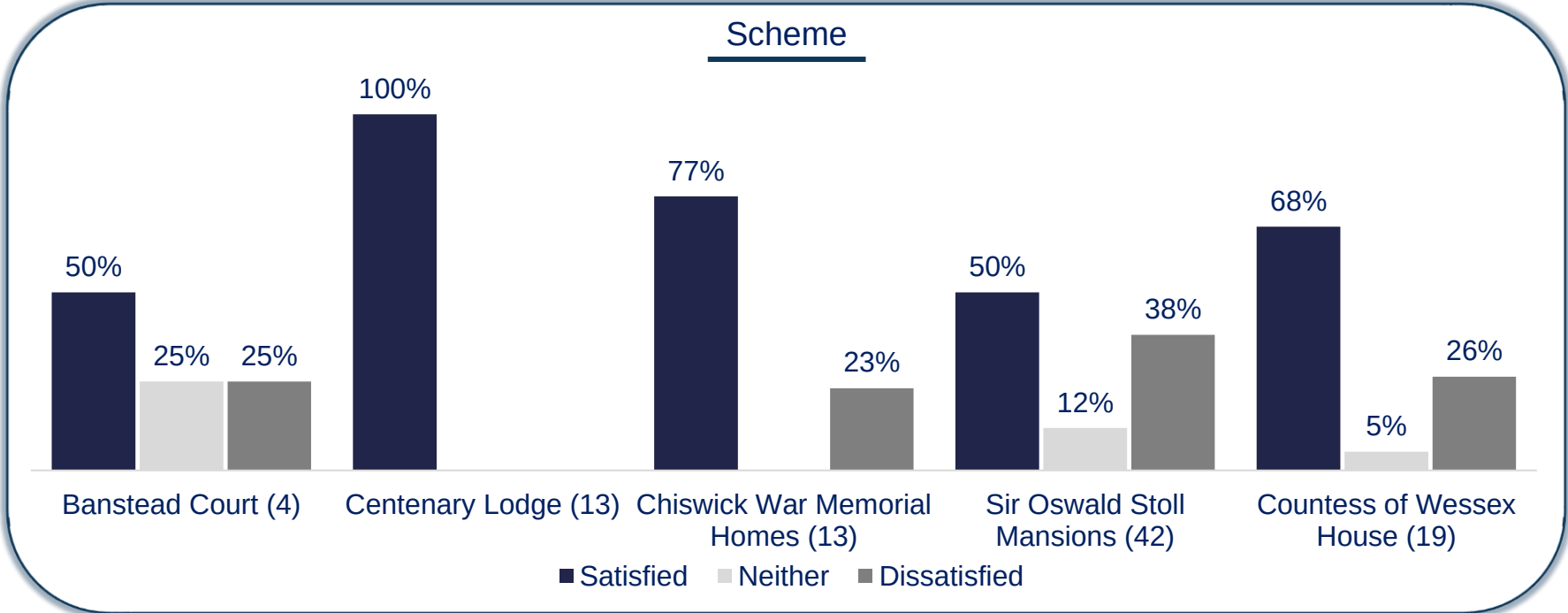
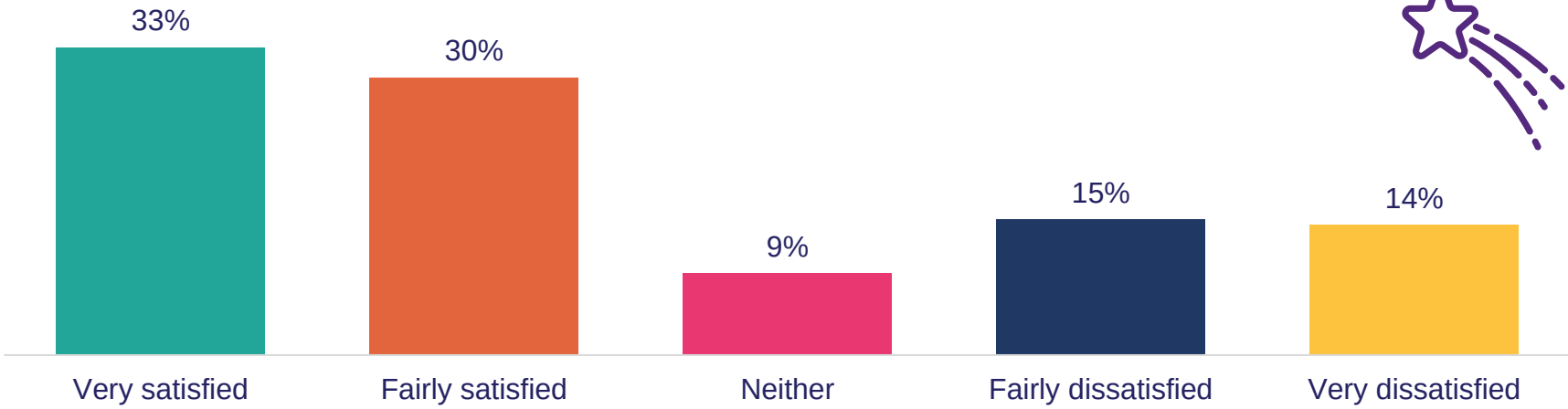


Tenants were first asked, “*Taking everything into account, how satisfied or dissatisfied are you with the service provided by Stoll?*” This is the key metric in any tenant perception survey.

Just under two-thirds of tenants (63%) surveyed are satisfied with services overall, with slightly more very satisfied (33%) than fairly satisfied (30%). More than a quarter are not satisfied, however (28%), with around the same percentage fairly dissatisfied than very dissatisfied with services. The remaining 9% are neither satisfied nor dissatisfied.

Looking at overall satisfaction across the five schemes, the highest rate is for residents of Centenary Lodge (100%). More than three-quarters of tenants at Chiswick War Memorial Homes are satisfied with overall services (77%), while almost a quarter are not (23%). Over two thirds of residents of Countess of Countess of Wessex House are satisfied, and again, around a quarter are not (26%). Sir Oswald Stoll Mansions has the most tenants surveyed, and half are satisfied with services while 38% are not satisfied. This scheme also has the highest percentage of neutral tenants (12%). Banstead Court has been included in these charts but as only four tenants responded from here, the results are quite inaccurate and whilst shown on the chart, are not commented upon.

Overall Satisfaction





Keeping Properties in Good Repair



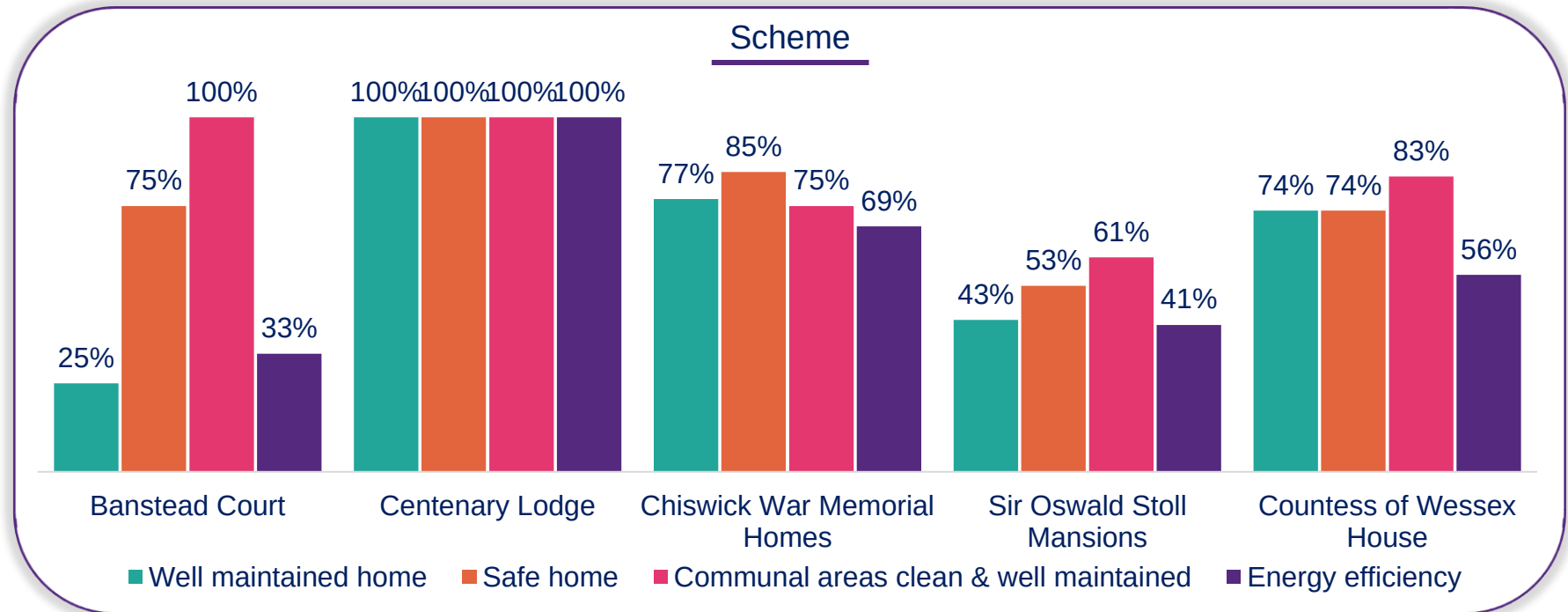
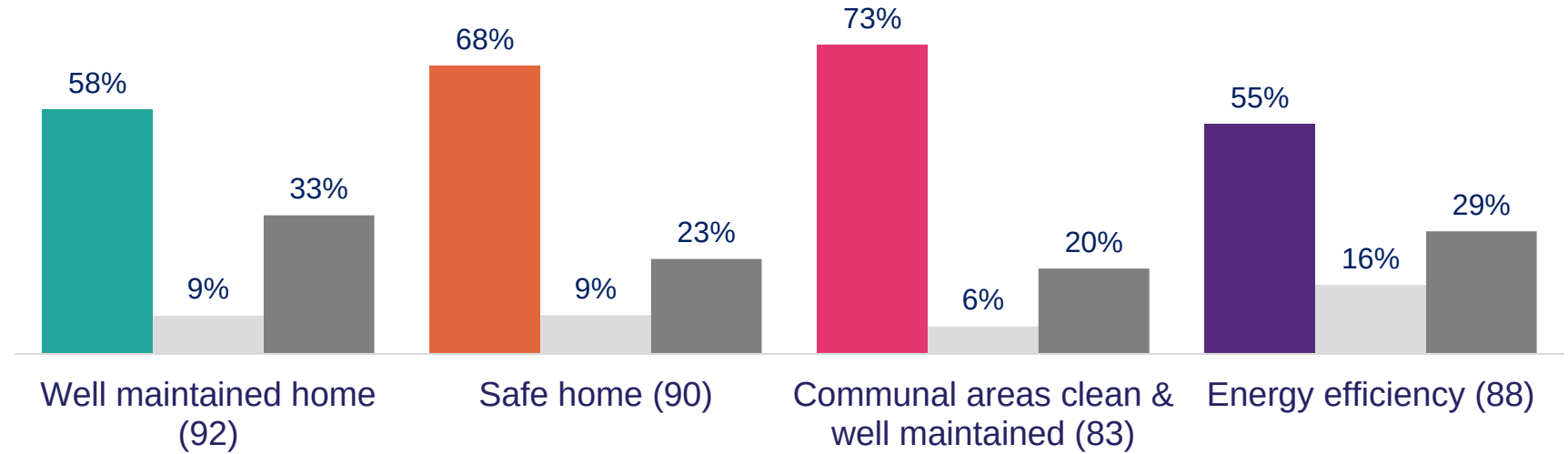
The Home & Communal Areas

The TSMs split out satisfaction with the home into two questions around its safety and its maintenance. More tenants are satisfied that their homes are safe (68%) than well maintained (58%), which is common in surveys of this kind.

Most tenants surveyed live in a building with communal areas (92%), and of these tenants, 73% are satisfied that the areas are kept clean and well maintained. This is the highest satisfaction rating for the survey.

Just over half of the surveyed tenants are satisfied with the energy efficiency of their home (55%), whilst almost a third are not (29%) and 16% have no opinion either way.

All surveyed residents of Centenary Lodge are satisfied that their home is well maintained, safe and energy efficient, and also with the cleanliness and maintenance of the communal areas. Satisfaction rates are lowest across the four measures, for Sir Oswald Stoll Mansions tenants, with fewer than half satisfied with the maintenance and energy efficiency of their home. Satisfaction rates are similar for tenants of Chiswick War Memorial Homes and Countess of Wessex homes – although the satisfaction rating for energy efficiency is notably lower for the latter.



Comments – Home or Communal Areas

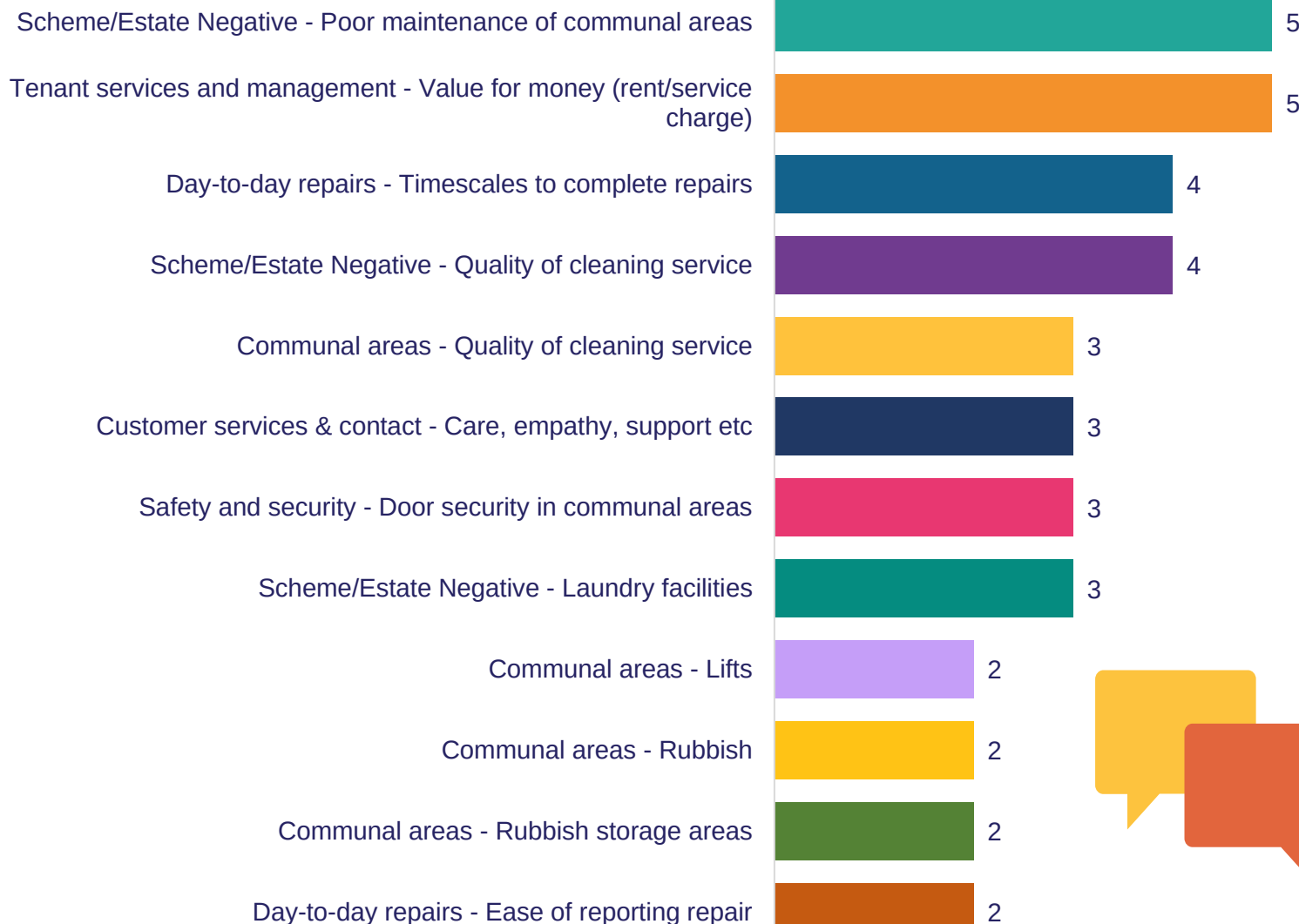
Tenants not satisfied with their homes or communal areas were asked to explain why and what could be done to improve this. Of these tenants, 26 made comments – these are summarised in the chart opposite.

While there is no clear stand-out issue, most comments concern communal areas and issues with poor maintenance, low value for money of rent and service charges and the frequency and quality of cleaning services. Several comments relate to the time taken to complete repairs as well as difficulty reporting repairs. Issues with security, laundry facilities and lifts are also highlighted.

Car parking and communal storage areas for rubbish are highlighted for improvement and tenants also refer to a lack of care from staff who are sometimes difficult to contact or unhelpful.

Problems damp or mould are mentioned by some tenants - it is important that these issues are dealt with as a matter of urgency to ensure that the health of tenants is not affected, and the condition of properties does not deteriorate any further.

To provide further insight into tenants' concerns, a selection of comments received are shown on the following page.

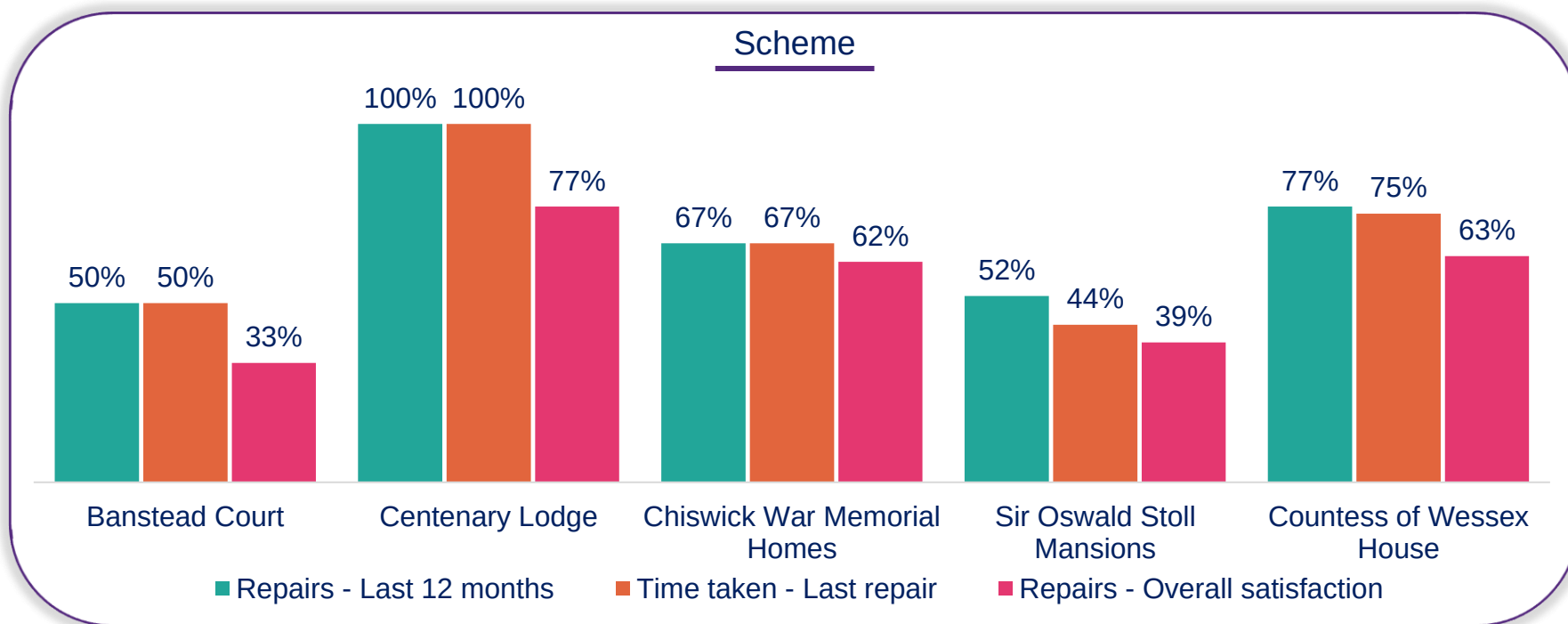
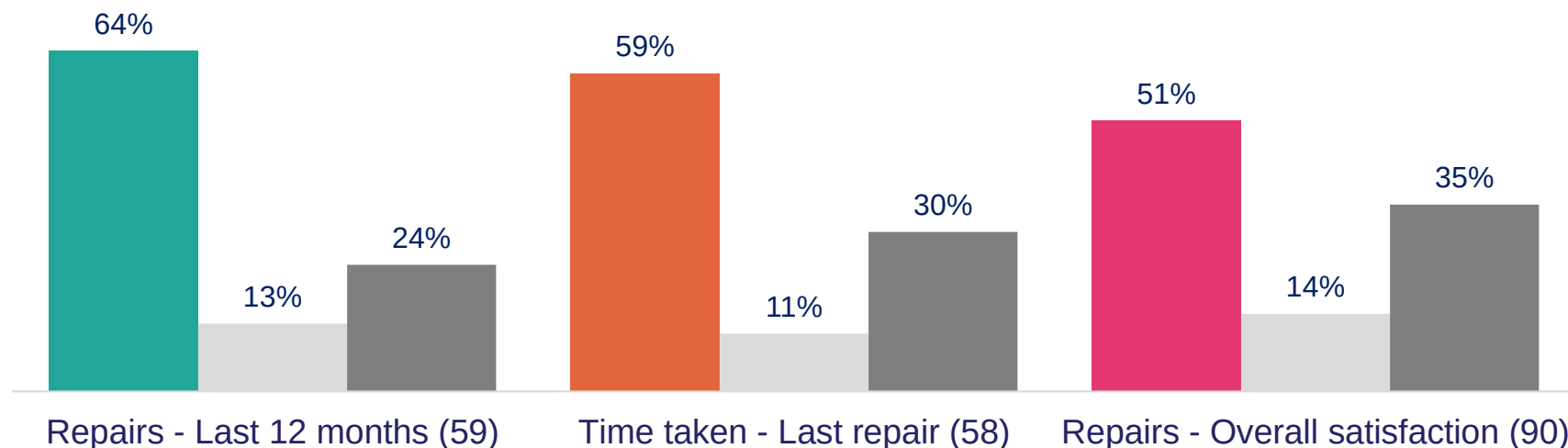


Number of respondents: 26

Home or Communal Areas – Comments

Maintenance and cleaning of communal areas	Day-to-day repairs	Rent & service charge - communal facilities	Other issues
<i>"General decor is not well maintained"</i> <i>"When Shirley was the cleaner, the corridors were hovered twice weekly. Now we are lucky if they are cleaned once a week"</i> <i>"Cleanliness and damage is really bad in corridors and communal areas many cases of pests and mice and flooding of sewage and damaged walls and fittings..."</i> <i>"The stair wells could be cleaned more."</i> <i>"[Communal areas] definitely not well maintained. Could be cleaner."</i> <i>"Clean all the carpets they stink of urine and are heavily stained. Smell is disgusting on ground and first floors and 3rd floor Chelsea block six."</i> <i>"The communal hallway carpets are disgusting and need deep cleaning. I have lived here since the building opened and they have never been deep cleaned."</i>	<i>"Repairs not actioned or rectified in/within a decent time frame..."</i> <i>"My balcony floor has been leaking for several years before Covid & now no attempt has been made to rectify the leaks and lots of small repairs was carried to to flat beneath me resulting in a total waste of money."</i> <i>"If you have black mould in your kitchen and you have reported it to the appropriate people (10 times) and follow it up with two letters from your doctor that it is a known health hazard. It should not require a letter from a lawyer to galvanise some action to rectify it..."</i> <i>"Everything seems to be left to the last minute , also general /simple easy request are often overlooked The reporting of any concerns is very complicated and often is overlooked and then explained as staff turnover and my predecessors didn't complete the necessary actions required."</i>	<i>"One must also consider that Stoll staff are not on-site between the hours of 1700 hours and 0900 hours Monday to Friday and not at all at the weekends. Residents pay service charges, and it seems Stoll only provides support when convenient."</i> <i>"For the service charge we pay, your service is disgustingly poor..."</i> <i>"Lifts, Washing machines ,and drying machines out of order."</i> <i>"Washing machines and dryers constantly broken."</i> <i>"Our rents were increased by 12% and service is poor with broken driers poor CCTV and downscale of overall facilities Residents feel so frustrated with no real investment to the general upkeep."</i>	<i>"Electric heating is inadequate, especially for vulnerable tenants i.e. the elderly."</i> <i>"Although attempts are made to improve communal areas, its the gardens and car parking areas that become untidy. More could be done on those areas re safety, tidiness, and waste bin areas."</i> <i>"Cat litter on walkways rodent problems in dustbin areas continuing problems with lifts"</i> <i>"Place is a dump. Knock it down as I hate living here. Rents are very high. My flat is small. Lots of non ex services live here."</i> <i>"Security of the Mansion site is very bad. The complex and internal areas, everyone and anyone, has access to. Hence rough sleepers, strangers and undesirables have on many occasions been found on the premises."</i> <i>"Very good maintenance/cleaner (James)The rest of team not at all helpful."</i>

Repairs & Maintenance



Tenants were asked if Stoll had carried out a repair to their home in the last 12 months. More than two thirds said that they had (68%). Of these tenants, 64% said that they are satisfied with the repairs service they received, while 24% are not and 13% are neither satisfied nor dissatisfied.

These tenants were also asked how satisfied they are with the time taken to complete their most recent repair, and 59% said that they are, although almost a third are not satisfied (30%), and a further 11% are neither satisfied nor dissatisfied.

All tenants were asked how satisfied they are with the way their landlord deals with repairs and maintenance. Around a half (51%) said that they are satisfied, however, more than a third of tenants are not (35%) and 14% are neutral in their views.

Again, residents of Centenary Lodge have the highest satisfaction rates for all three measures, with all tenants happy with the more recent repairs and 77% satisfied with the repairs service overall. Residents of Countess of Wessex House had higher satisfaction rates than those of Chiswick War Memorial homes, and satisfaction was once more the lowest for Sir Oswald Stoll Mansions, where satisfaction with the repairs service overall is at just 39%.



Comments – Repairs & Maintenance

Tenants not satisfied with the repairs and maintenance service were asked to provide more information and to say what Stoll could improve.

The majority of comments relate to timescales to complete repairs, along with the need to deal with outstanding or forgotten repairs. Communications around repairs both before work started and to keep tenants informed of progress, are also highlighted as areas for improvement. Several tenants said that they had problems reporting repairs, with no return calls or emails from repairs service staff.

Other issues are around the quality of the repair itself, or the competence of maintenance staff, resulting in further repairs required, or several visits to resolve a problem.

Perhaps as a result of these issues, some tenants feel that Stoll doesn't care enough about them.

To provide further insight into tenants' concerns, some of the comments received are shown in full on the following page.



Number of respondents: 31

Repairs & Maintenance – Comments

Timescales to complete repairs / Outstanding repairs	Day-to-day repairs: communication & customer care	Day-to-day repairs: quality of repairs	Other issues
<i>"Had to wait 18 months to make my home habitable after countless emails and phone calls. Was ignored for 18 months and feel very let down."</i> <i>"Have reported kitchen window umpteen times. Been measured 5 times or more and that's the last we see them. Bathroom tiles been reported. Nothing done, lift been out of service for so long. Fed up reporting repairs, its a waste of time."</i> <i>"The work around work need to improve and wait time is too long to wait for a repair."</i> <i>"Attending the repair and not having to chase it up every week."</i> <i>"I've been complaining about my kitchen cabinet door is broken but until they haven't responded what going on, and we payed service charge."</i> <i>"Jobs get looked at but never completed."</i> <i>"No heating, reported many times over many years and still not working."</i> <i>"It took over a year to fix my shower..."</i>	<i>"Emails but follows to and follow up action nonexistent. Communication is very poor."</i> <i>"They could keep myself updated with progress."</i> <i>"Communication problem not kept up to date with repairs that have not been done."</i> <i>"They are poor at communicating answers to queries at office level, do not follow through with repairs that will cost money or where they need to take responsibility."</i> <i>"I reported my tap via email over 2 weeks, but no-one has emailed/rang me."</i> <i>"1. Quicker response 2. Ability to actually speak to someone about repairs. 3. More communication."</i>	<i>"Toilet put back after cowboy builders left my flat. Absolute botch job of my shower I had to pay to get done."</i> <i>"An unqualified member of maintenance staff fitted a toilet stop cock wrongly and flooded our home we were 9 months without a carpet as a result."</i> <i>"Stoll should review how they determine levels of urgency and response times and ensure their maintenance staff possess the necessary qualifications to enable them to carry out repairs according to statutory requirements/obligations."</i> <i>"When they replaced the front doors, they got paint all over the carpets. Did anyone pay for the mess they left?"</i>	<i>"Problem took more than 3 to 4 visits to resolve."</i> <i>"For the 4 years I have been residing there has been zero maintenance carried out, over the past three months there has been a flourish of activity to rectify historical issues. But at one point we had no working lifts (4) no laundry machines (4) and a massive water leak all down to lack of routine maintenance."</i> <i>"You seem to have a lack in communication and have had so since I moved to Wessex house nine years ago. Your services are quite bad for what we pay in service charges."</i>



Responsible Neighbourhood Management

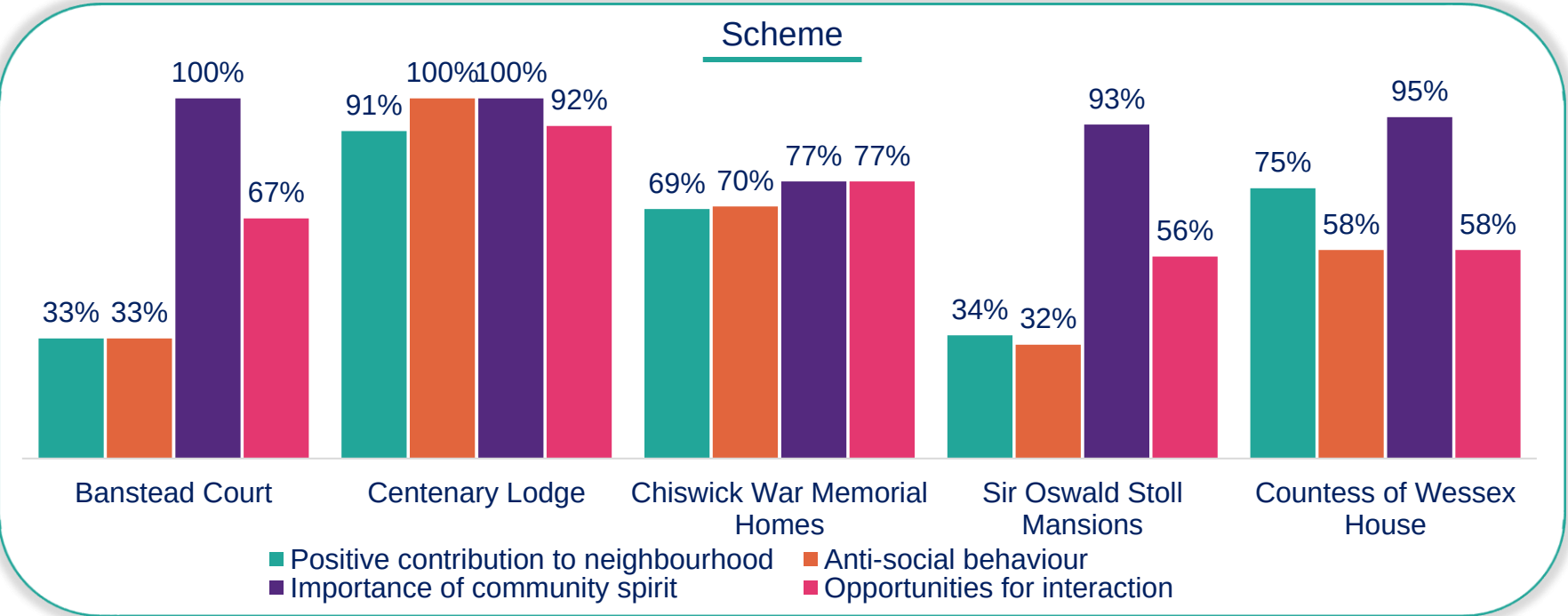
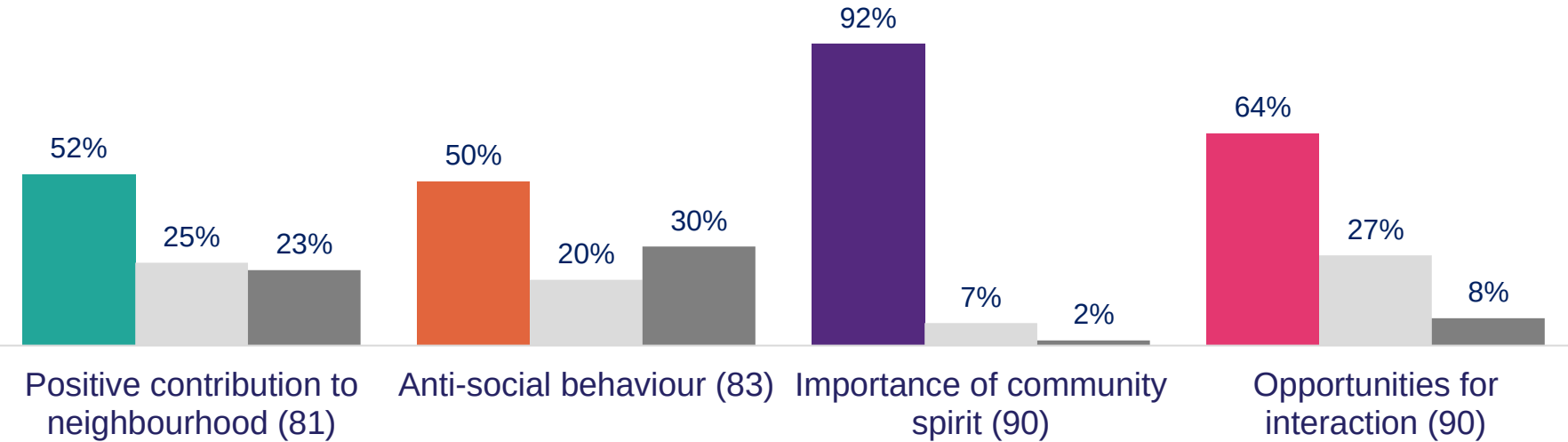


Responsible Neighbourhood Management

Around half of tenants surveyed are satisfied that Stoll makes a positive contribution to their neighbourhood (52%), while 23% do not. However, a quarter of tenants are neither satisfied nor dissatisfied that this is the case (25%). Half the tenants are also satisfied with Stoll's approach to handling anti-social behaviour (50%) while almost a third are dissatisfied (30%) and a fifth have a neutral opinion (20%).

The survey also asked tenants how important it is to them that there is a good community spirit at their site/scheme. Almost all tenants feel that it is important to them (92%) and 67% said it is very important. Following on from this question, tenants were asked if they are satisfied with the opportunities to interact with neighbours and the wider community; almost two-thirds are satisfied (64%), while more had a neutral view than are dissatisfied (27% and 8% respectively).

The satisfaction rates for the positive contribution to the neighbourhood and handling anti-social behaviour are highest for Centenary Lodge residents and lowest for Sir Oswald Stoll Mansions. Although importance of community spirit is high across all schemes, satisfaction with opportunities for interaction is lower in Sir Oswald Stoll Mansions and Countess of Wessex House.





Respectful & Helpful Engagement



Almost two-thirds of tenants surveyed (63%) agree that Stoll treats them fairly and with respect – 29% strongly agree, while 23% do not agree and 14% neither agree nor disagree.

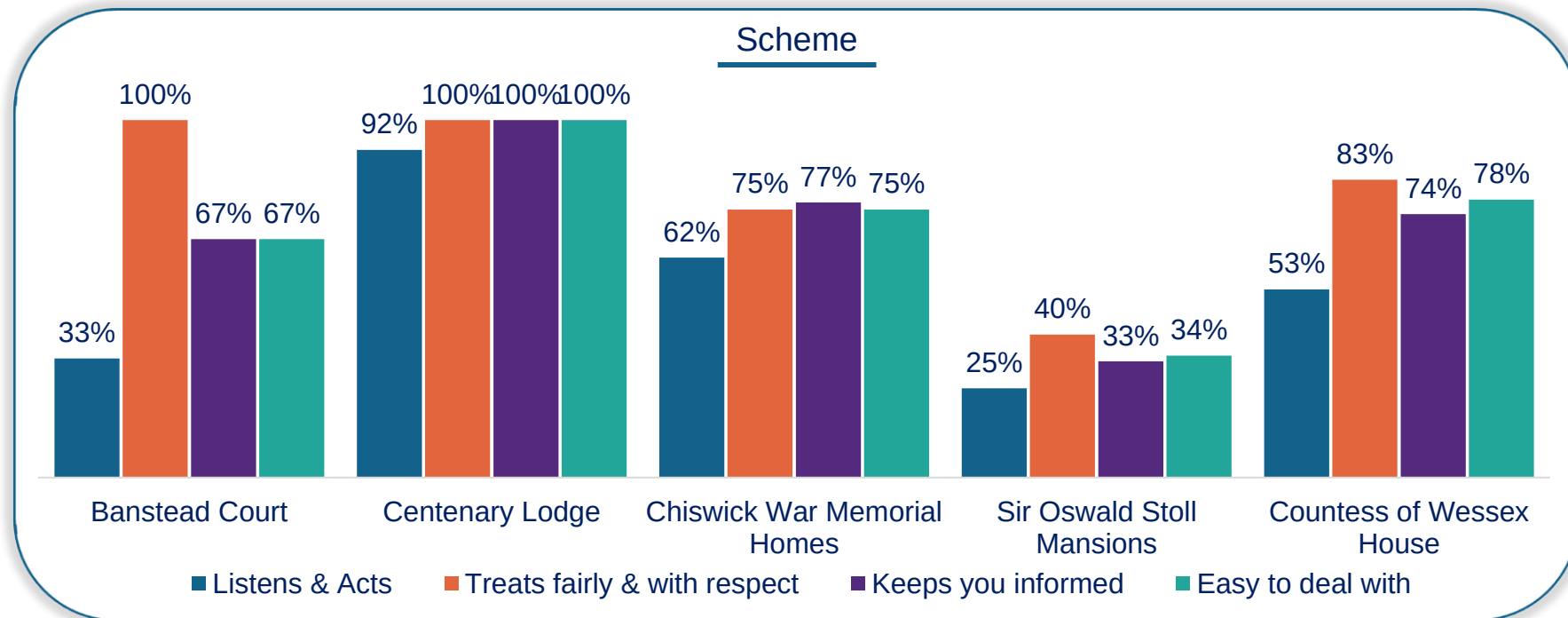
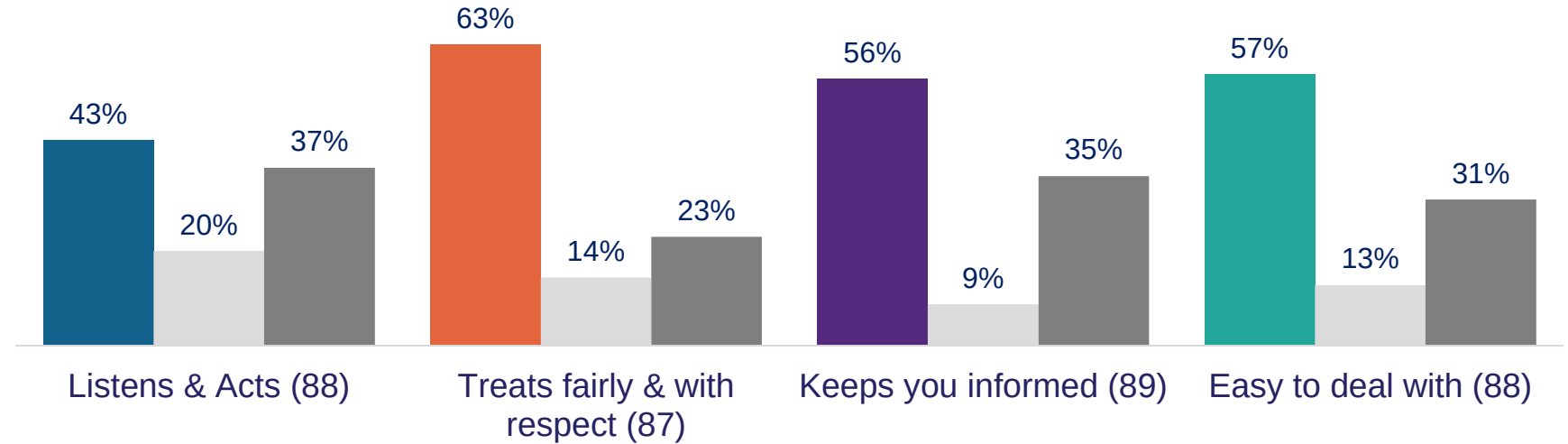
More than half of tenants are satisfied that Stoll is easy to deal with and keeps them informed about things that matter to them (57% and 56% respectively). However, around a third of tenants are not satisfied with these measures, and around one in ten are neutral on these measures.

Just over two-fifths of tenants are satisfied that Stoll listens to their views and acts on them (43%), with almost as many saying that they are not satisfied that this is the case (37%) and 20% neither satisfied nor dissatisfied.

The residents of Centenary Lodge have the highest ratings for all four of these metrics, while again, those in Sir Oswald Stoll Mansions have the lowest satisfaction rates – with just a quarter satisfied that their views are listened to and acted on. Tenants in Countess of Wessex House have higher ratings than Chiswick War Memorial Homes for being treated fairly and with respect and finding Stoll easy to deal with – while the reverse is true for 'Listens and acts' and being kept informed.



Customer Service & Communications



Comments – Customer Service & Communications

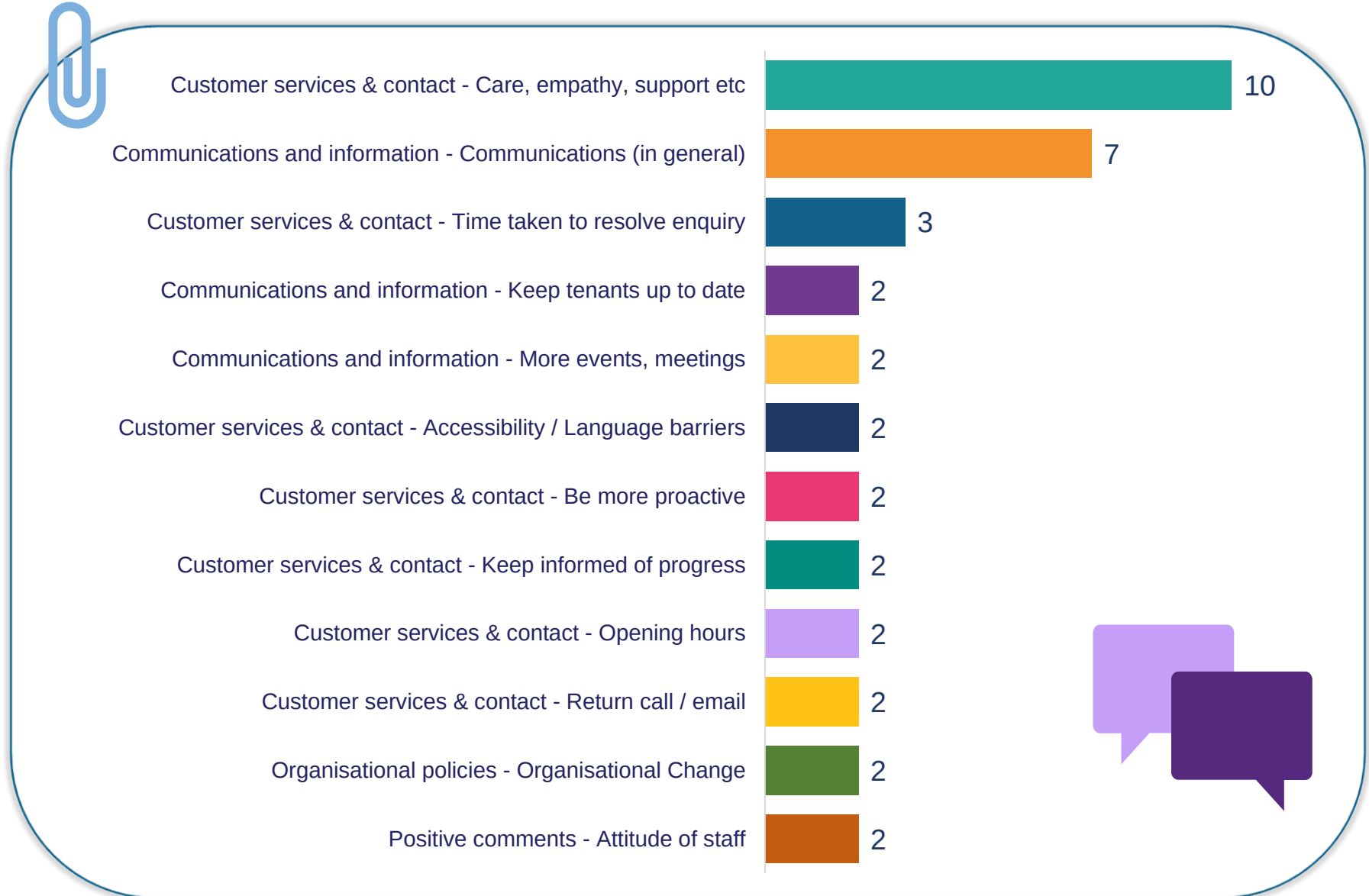
Tenants who stated that they are not satisfied with customer service and communications, were asked to provide more information and what Stoll could improve. Of the 94 tenants surveyed, 28 commented.

Concerns around customer care, empathy and support as well as communications and information generally, are most common in comments - clear honest communication and respect being recurrent themes.

Other issues raised cover a wide range of topics, including the amount of time to resolve enquiries, the availability of Stoll staff – office hours, a need for more effective meetings and to be kept better informed of progress on important issues.

Some tenants would like staff to be more proactive and to ensure that calls and emails are returned. Others had rent problems or issues around reporting repairs.

There are also positive comments made about the attitude of some staff however, and planned organisational changes may have impacted satisfaction with customer service for some tenants.

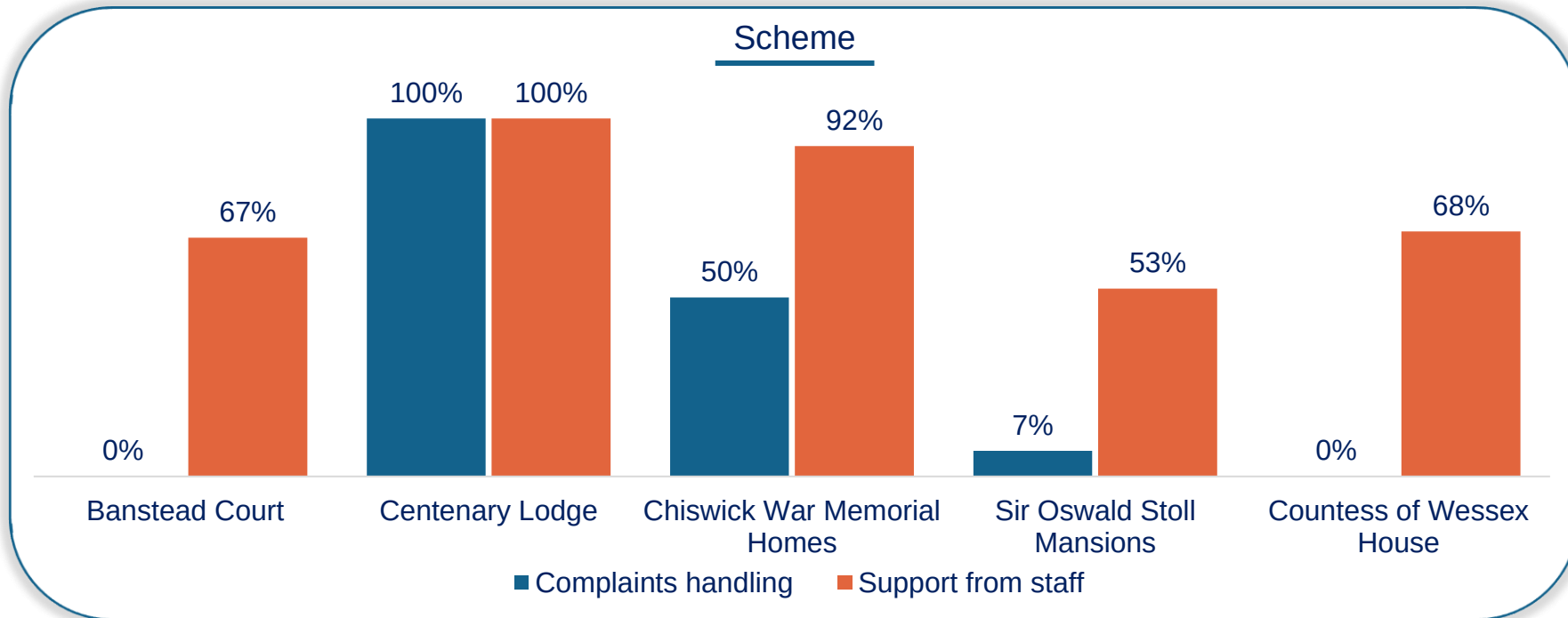
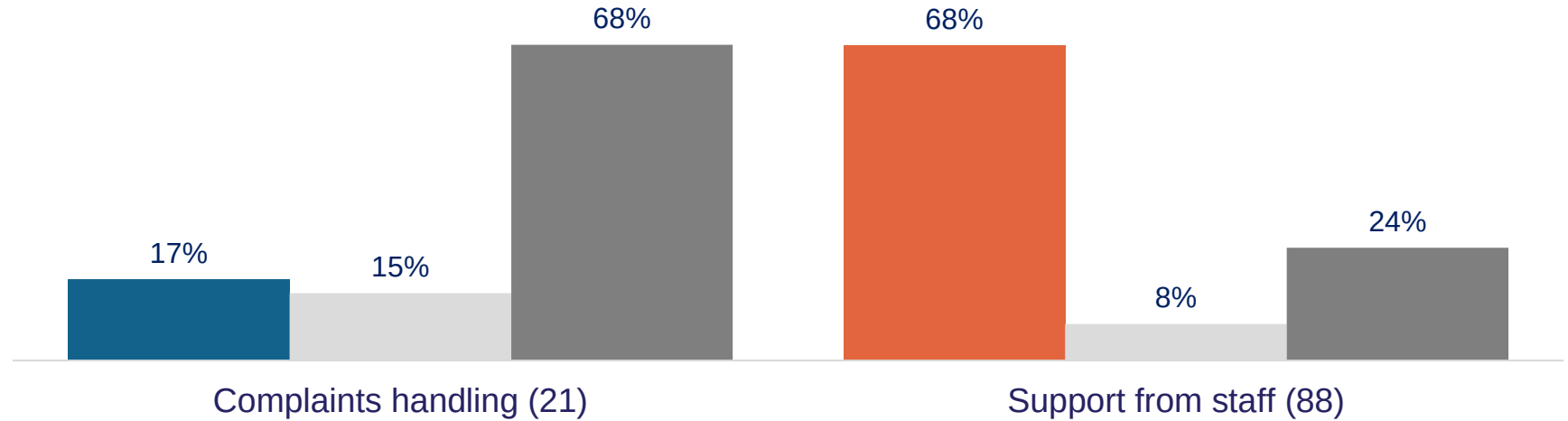


Number of respondents: 28

Customer Service & Communications – Comments

Customer services & contact – care, empathy, support etc.	Communications & information	Customer service & contact – Other issues	Other matters
<i>“They don’t know how to communicate either with other residents or staff well and never keep to their word and disrespect residents on a regular basis.”</i> <i>“There has been times over the 4 years when I really need help and I didn’t get the support I needed landing me in debt. Its the support side they need to get better at...”</i> <i>“Honesty.”</i> <i>“Start by telling the truth.”</i> <i>“Can’t help feeling alone and ignored in many areas of welfare and general care as a disabled resident.”</i> <i>“I feel honest communication has been lacking for years and honest communication to me signifies respect. Lack of respect displayed by less than honest clear communication has influenced some of my other answers throughout the survey. As for what could Stoll do to improve? Tell the clear unmitigated truth even if that is not regarded by some as popular.”</i>	<i>“The Residents / Veterans were told in September 2023 that we will all receive our eviction notice in January 2024 and that we would be well communicated to throughout the process with support on future housing, financial assistance and a clear view of what’s to come. But we have not had even a whisper from Stoll. Pretty poor considering a lot of the veterans suffer from mental health problems, and Stoll has created a strong feeling of uncertainty, distrust and failure.”</i> <i>“There is no clear communication with regards to the imminent sale of Stoll.”</i> <i>“There is no clarity.”</i> <i>“Apart from on the ground support officer/ manager, Stoll are quite poor at communication. Occasional Q&A maybe twice yearly but little followed through.”</i> <i>“Most complaints fall on deaf ears, There is no point in your communal meetings, as nothing changes and no new policies to help residents are implemented, certainly not at Wessex House.”</i>	<i>“At Banstead Court we do not have a regular face to face contact anymore for Stoll residents, when calling the number given for the office at Fulham, I have never been able to get through to anyone, just an answering machine.”</i> <i>“No phone calls ever answered, no follow up calls to see how things are.2</i> <i>“Make staff more visible. Change the office hours - it is closed for too long each day. Ellie a staff temp on the font desk is very good as is Roxi.”</i> <i>“Reception are very good. They always are polite and forward my information. The response I get afterwards from nearly all departments is patchy at best.”</i> <i>“Sometimes when reach out to them regarding any issue them take long to return my call.”</i> <i>“I have arthritis in both knees. Live on 3rd floor. Asked for a ground floor flat and never heard back..”</i>	<i>“To many changes in staff members no consistency.”</i> <i>“Office assistance is not readily available when we need to communicate and report repair, we need face - face communication. We are unable to communicate through the method because of lack of English skills.”</i> <i>“Open office from 9-5 pm like they use to. Reporting repairs is a complete waste of time. None are getting done until now you decide to do some.”</i> <i>“I had rent arrears, was not informed until it reached over £1000, I had to sort this out myself with no support, this should of been dealt with asap and not when it got to this amount, so this must of took around a year to get to this amount..”</i> <i>“1. Respect 2. Communication MUST be better 3. Stop taking valid criticism of Stoll practices as a personal slight.”</i> <i>“THEY SIMPLY DO NOT CARE.”</i>

Respectful & Helpful Engagement



Tenants were asked if they had made a complaint to Stoll in the last 12 months, and 29% said that they had. Of these tenants, just 17% are satisfied with Stoll's approach to complaints handling, all of these being fairly satisfied rather than very satisfied. The majority of tenants said that they are dissatisfied (68%), with more very dissatisfied (38%) than fairly dissatisfied.

All tenants were also asked about their satisfaction with the level of support received from Stoll's staff. More than two-thirds (68%) said that they are satisfied with the support they received – 31% being very satisfied. However, almost a quarter (24%) are not satisfied – although most are fairly rather than very dissatisfied.

Of the 21 tenants who had made a complaint in the last 12 months, 14 are resident at Sir Oswald Stoll Mansions, and just 7% are satisfied with how complaints were handled. Four residents in Chiswick War Memorial Homes had made complaints, and half are satisfied. Three tenants complained in Banstead Court, none are satisfied. Just one tenant had made complaints in both Centenary Lodge and Countess of Wessex House and while the former was satisfied, the latter was not.

Satisfaction with support received is highest for residents of Centenary Lodge (100%) and lowest for Sir Oswald Stoll Mansions (53%).





Recommending & Improvements



Tenants were asked, “How likely would you be to recommend Stoll to other people on a scale of 10 to 0, where 10 is extremely likely and 0 is not at all likely?”

Four out of ten tenants are promoters, very loyal and happy to promote Stoll to other people (41%), with 31% giving a score of 10 out of 10.

Fewer than a fifth of tenants are currently passive and could be persuaded either way (16%). However, 42% are detractors, and likely to have negative views about Stoll.

Tenants giving a score of 8 out of 10 are an important group as these tenants are close to being promoters – in this case 9% of all tenants surveyed. The concerns of these tenants could include a lack of good communication with their landlord, customer care issues or repair and maintenance problems.

In line with other satisfaction metrics in this survey, the percentage of promoters is highest among residents of Centenary Lodge and lowest in tenants at Sir Oswald Stoll Mansions. A similar percentage of tenants at Chiswick War Memorial Homes and Countess of Wessex House are promoters.

The Net Promoter Score (promoters minus detractors) is -1.

-1
NPS

Recommending Stoll

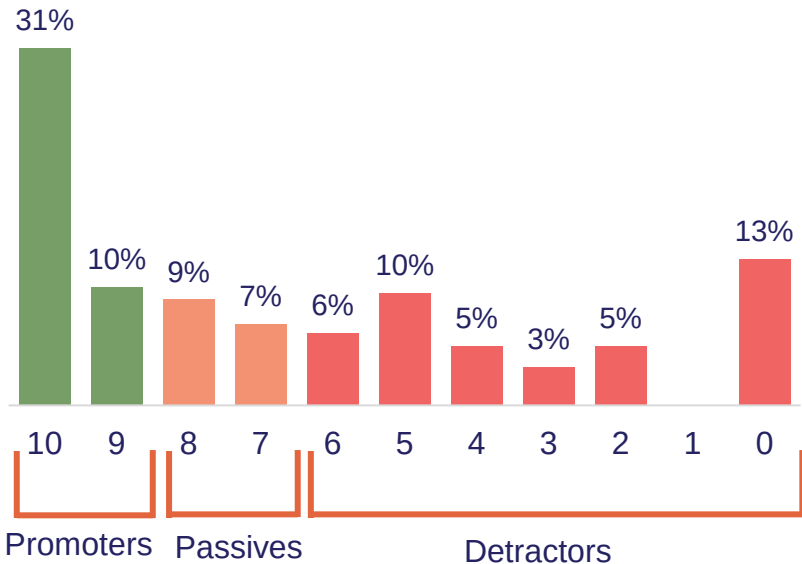


41%
Promoters

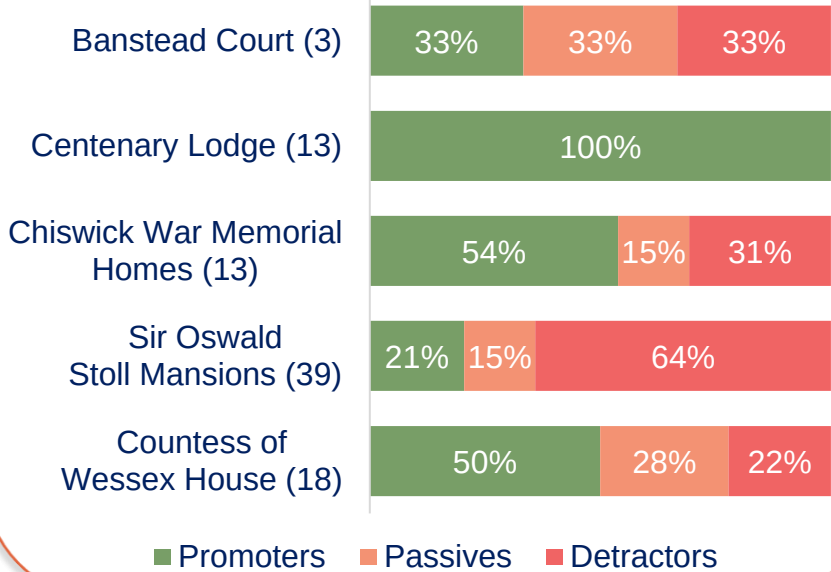
16%
Passives

42%
Detractors

How likely would you be to recommend Stoll to other people?

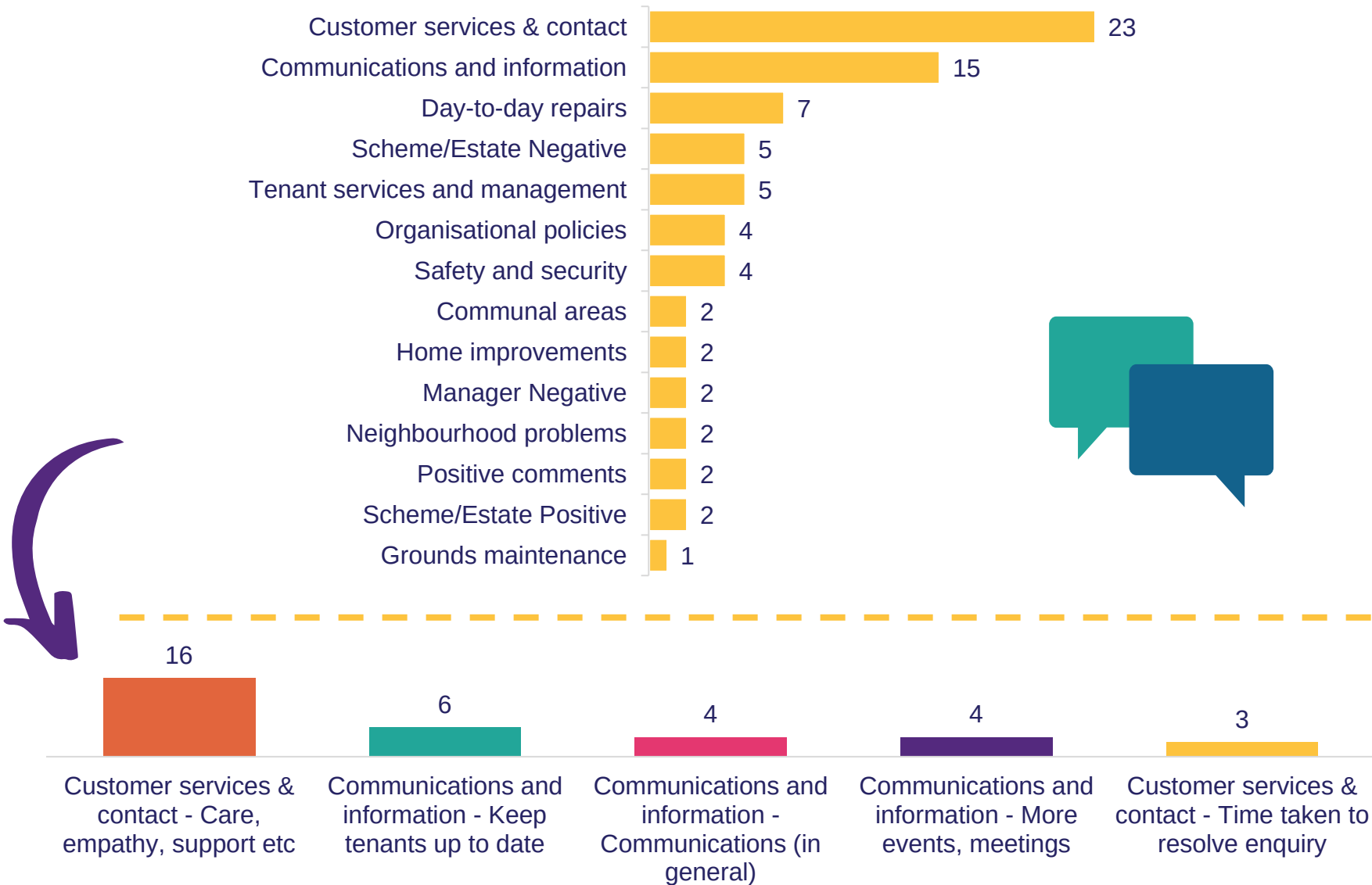


Scheme



Improvement Suggestions

Categories



Number of respondents: 55

Tenants were asked what one thing could Stoll improve, and 55 tenants commented.

The majority of comments focus on issues around customer services and contact, and communications and information. For several tenants, a lack of clear information regarding the potential closure of one of the schemes, is causing some distress. Aside from being honest and truthful about plans such as this, tenants highlighted the need for their landlord to improve on listening to their tenants and following through on issues raised. In addition, some tenants feel that Stoll doesn't care enough about them, and that they are not treated with enough respect. Several tenants suggested more organised events and meetings for residents.

The day-to-day repairs service is also an area that tenants would like to see improved - keeping on top of repairs, and generally speeding up repair work once reported. Dealing with outstanding repairs, improving the frequency of maintenance and the quality of the repairs made, are also highlighted. A number of tenants suggest home improvements and tackling neighbourhood problems.

Examples of the comments are shown on the following page and give further insight into the key areas where tenants would like improvements to be made.

Improvements to Service – Comments

Customer service & contact	Communications & information	Repairs and home improvements	Other issues
<i>“Being able to contact a member of staff instead of always being told that they are at a meeting sometimes it makes us feel as though we are invisible.”</i> <i>“Honest communication and following through of ideas discussed and agreed upon during tenants meetings.”</i> <i>“Before sending arbitrary warning letters, give residents a chance to give their side of the story and not take staff’s version of events as verbatim. Right to reply/confront accuser.”</i> <i>“Staff retention, an attitude that makes you feel welcome, listen to complaints...”</i> <i>“More input and care to the Stoll residents that need more one to one care especially here [Banstead Court flats].</i> <i>“Understanding what it actually means to deliver excellence in customer service. Stoll is an inward-looking and siloed organisation.”</i>	<i>“Communication could be better.”</i> <i>“Listening to their tenants.”</i> <i>“Communication. Not everyone sees or has the opportunity to read the notice boards on a daily basis, hence they do not get to know about meetings, events etc...”</i> <i>“Be better at communicating to us about important things instead of leaving us in the dark. Treat us and speak to us like adults not children.”</i> <i>“Tell residents the truth on what is happening.”</i> <i>“Following through on what they say they will do and communicate better...”</i> <i>“Not making us homeless. I’m really worried about this all the time with the closing of Stoll Mansions.”</i> <i>“I think that CWM is the forgotten complex. When events are offered e.g. Wimbledon Tennis we are often invited the day before after Fulham decide they do not want to go.”</i>	<i>“repair rubbish communal area and lighting. Water leaks...”</i> <i>“Being on top of repairs.”</i> <i>“Admit it doesn’t have the resources or means to carry out a good level of repairs or much needed service and they need senior level help, or they should pass Stoll on to another [comparable] housing association or charity who have the experience to improve things.”</i> <i>“...keep to their word and sort repairs and not take years.”</i> <i>“Need quick repairs.”</i> <i>“Acting on maintenance queries much quicker.”</i> <i>“Retrospectively if Stoll had maintained the properties sufficiently, we would not find ourselves in the position we are now in.”</i> <i>“Heating at Banstead Court.”</i>	<i>“Addressing drugs and anti social behaviour.”</i> <i>“Stoll could allow our guests to park their vehicles when they come to visit us.”</i> <i>“Hold the board of trustees accountable for their actions through a court of law (similarities to the Post Office scandal).”</i> <i>“Parity on rent I am paying more rent than other 1-bedroom flats in same block.”</i> <i>“Could make it more affordable for tenant financially.”</i> <i>“Availability of fast internet, we have been asking for years to no avail.”</i> <i>“Introduce a beer Friday event.”</i> <i>“Clean up around the refused areas”</i> <i>“Not selling the oldest and largest property they own. If they understood the people, they supposedly represent they would understand the community spirit and tradition are extremely important.”</i>



Wellbeing



Damp & Mould

Stoll also took this opportunity to ask tenants questions about their wellbeing, including whether or not they currently have any damp or mould problems in their homes.

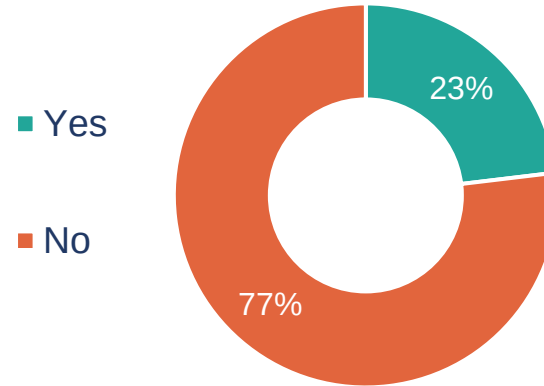
Just under a quarter of tenants stated that they do have damp or mould in their homes (23%), this equating to 20 of the tenants responding to the survey question.

Of these tenants, 90% said that they have already reported the problem to Stoll.

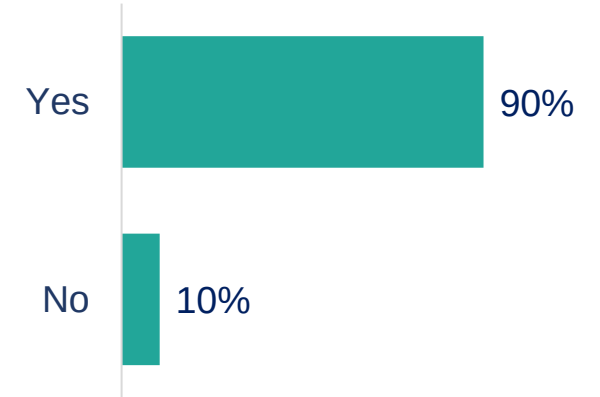
While there are cases of damp and mould across all schemes, Sir Oswald Stoll mansions has the highest percentage of tenants reporting a damp/mould problem (33%), together with Banstead Court, followed by Countess of Wessex House (16%).

The details of the tenants with damp or mould issues have been passed back to Stoll. These need to be addressed as a matter of urgency to ensure tenants are kept safe and that the condition of their properties does not deteriorate any further.

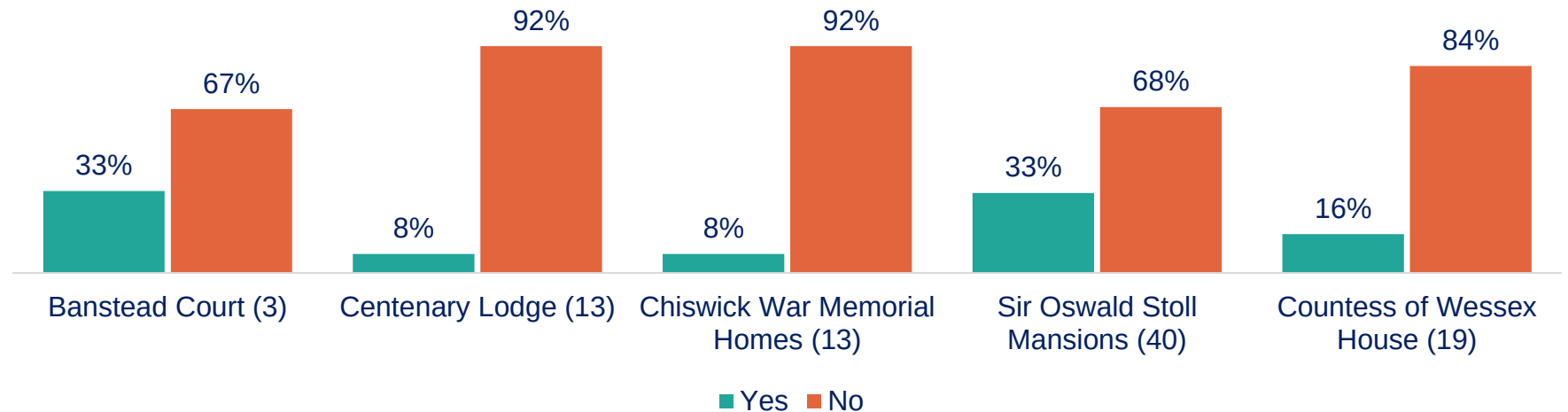
Damp/Mould in Home



Reported it?



By Scheme

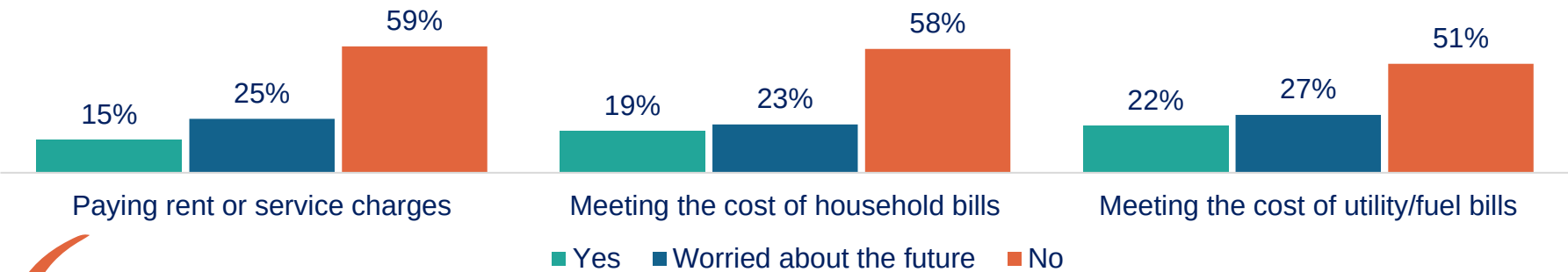


Cost of Living Concern

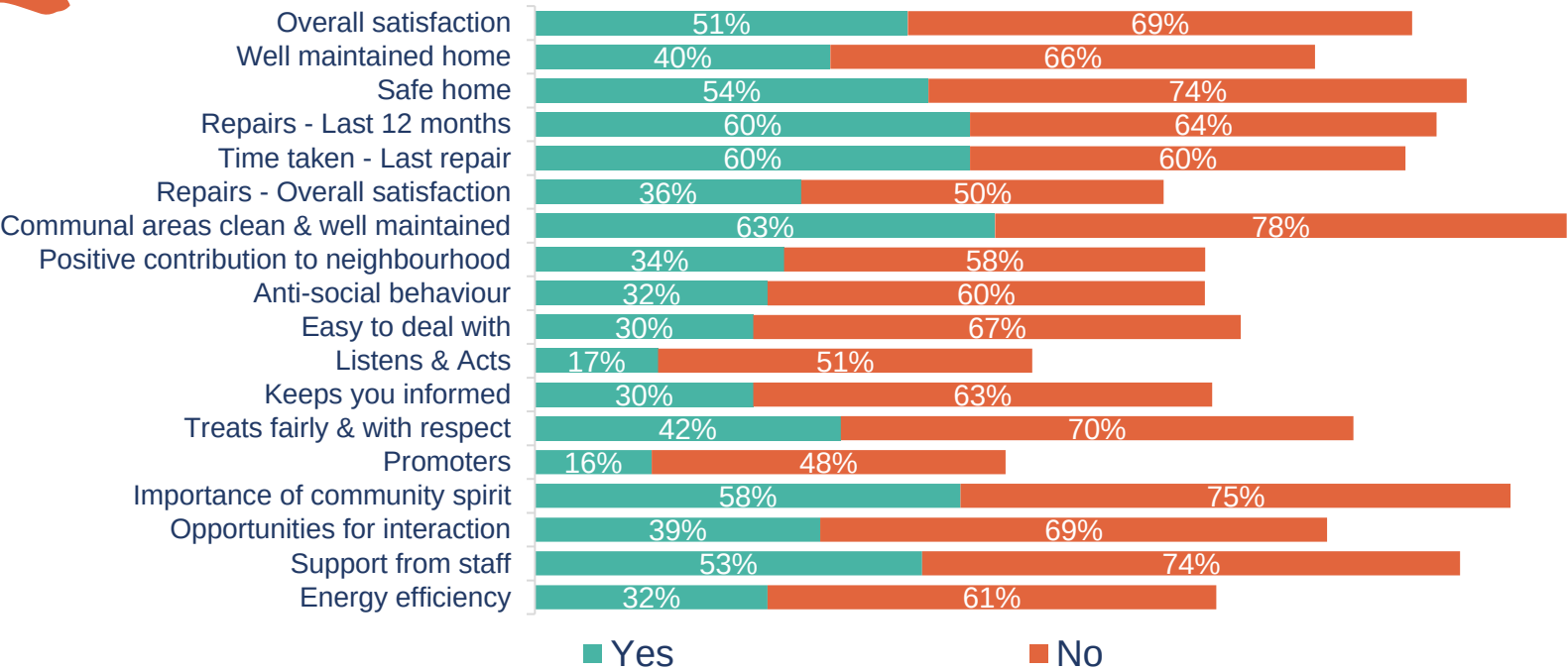
In addition, tenants were asked about how they feel about the current cost of living crisis.

The survey found that 15% of tenants surveyed currently struggle with paying their rent or service charges, while a further 25% are worried about being able to pay for these in the future. A slightly higher percentage of tenants is currently struggling to meet the costs of household bills (19%), with almost a quarter (23%) concerned about the future. More tenants again are struggling to meet the cost of the sharply rising utility/fuel bills and 27% are worried about being able to pay these bills in future.

Evidence from similar surveys shows that those struggling financially are often less satisfied with their homes and the services provided by their landlord. This appears to be the case in this Stoll survey, where satisfaction rates are lower for all but one of the measures, among tenants who said that they are currently struggling with meeting the cost of their rent or other household bills. This suggests that anything Stoll can do to alleviate these concerns will not only improve tenants' lives but also could positively impact satisfaction.



Cost of living concern & satisfaction



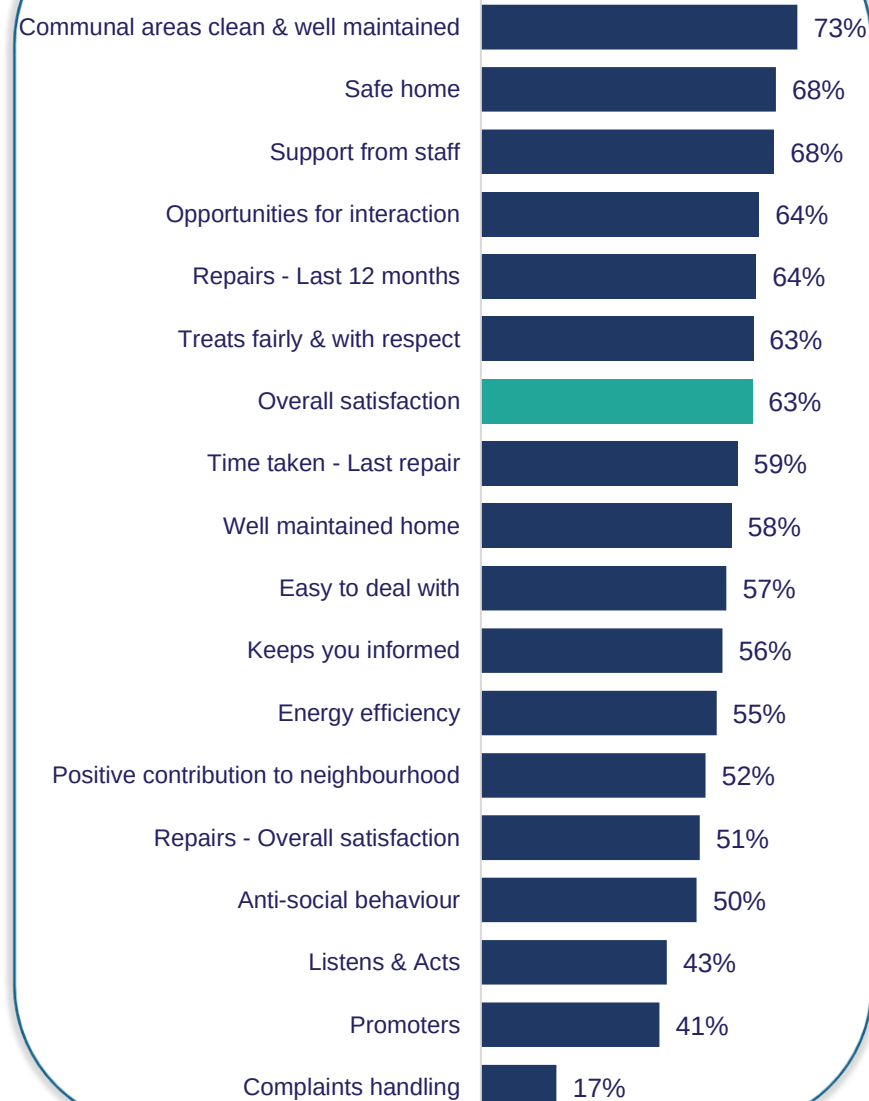


Understanding Satisfaction

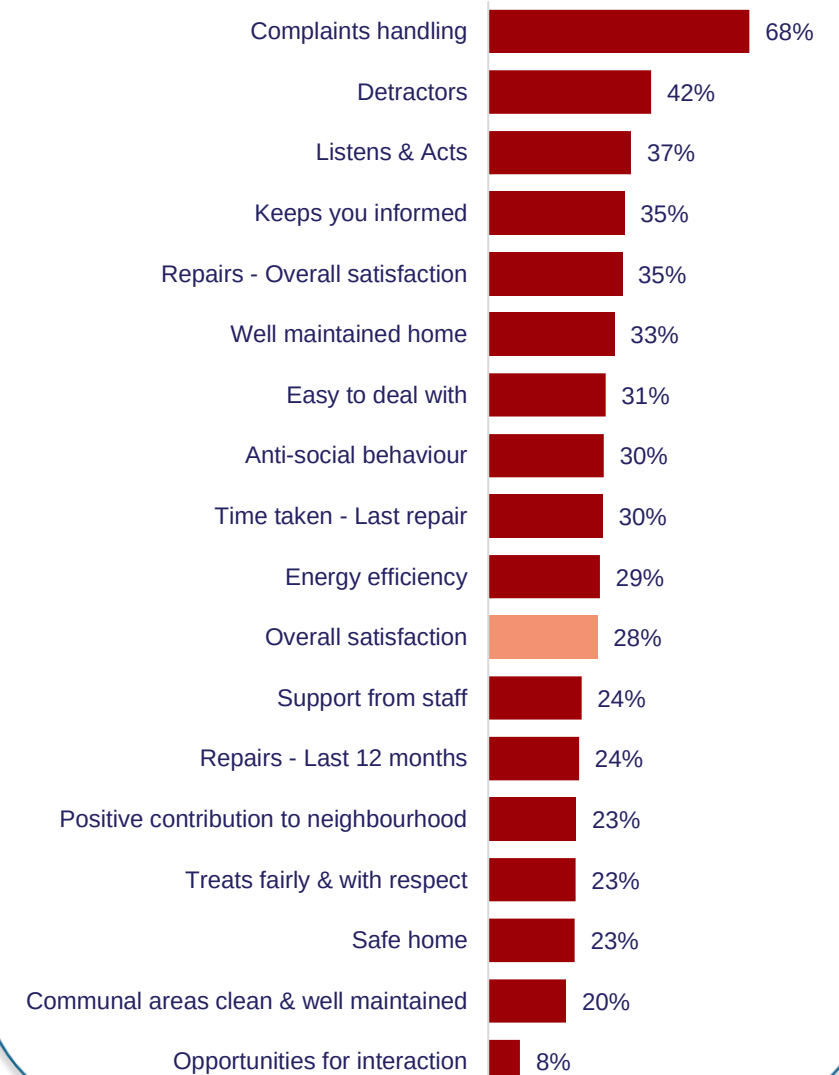


Annual Satisfaction & Dissatisfaction

Satisfaction with measures 2024



Dissatisfaction with measures 2024



The charts opposite show both the levels of satisfaction and dissatisfaction with the range of services provided. Sometimes where satisfaction is low, the remaining tenants can be split between those who fall into the neutral middle ground and those who are actually dissatisfied. This difference can signal areas where tenants do not have strong opinions or areas where opinions are polarised.

In this survey, satisfaction with overall services provided by Stoll is mid-way down the satisfaction rankings for all measures, at 63%. Overall satisfaction is also placed around halfway down the dissatisfaction rankings (28%).

The highest ranked satisfaction rate is for the cleanliness and maintenance of communal areas, and dissatisfaction also has a lower ranking at 20%. Complaints handling has the lowest satisfaction rate at 17% and correspondingly the highest dissatisfaction rate in the survey (68%). It is notable that 18 of the 19 measures have a dissatisfaction rating of 20% or more, and a third or more tenants are dissatisfied with six of the measures.

While opportunities for interaction does not have a high satisfaction rate (64%), it has the lowest dissatisfaction rate (8%), indicating that tenants do not have a strong opinion regarding this measure.





The tables to the right include an analysis of all comments received in this 2024 survey across open-ended questions, with positive comments displayed in green.

Comments relating to customer services and contact are the most common across the four open-ended questions, by a considerable margin. Issues around the day-to-day repairs service and communications and information are the next most common topics, followed by negative comments around the scheme or estate, and tenant services and management.

In terms of what could be called hot topics, 23% of comments concern the care, empathy and support aspects of customer services, with tenants highlighting a lack of care and respect from Stoll. In addition, timescales to complete repairs and dealing with outstanding repairs, are key areas of concern for tenants, as are communications – both in general and specifically in keeping tenants up to date with important issues. Several comments also mention the lack of value for money of rent and service charges.

Combined Comments

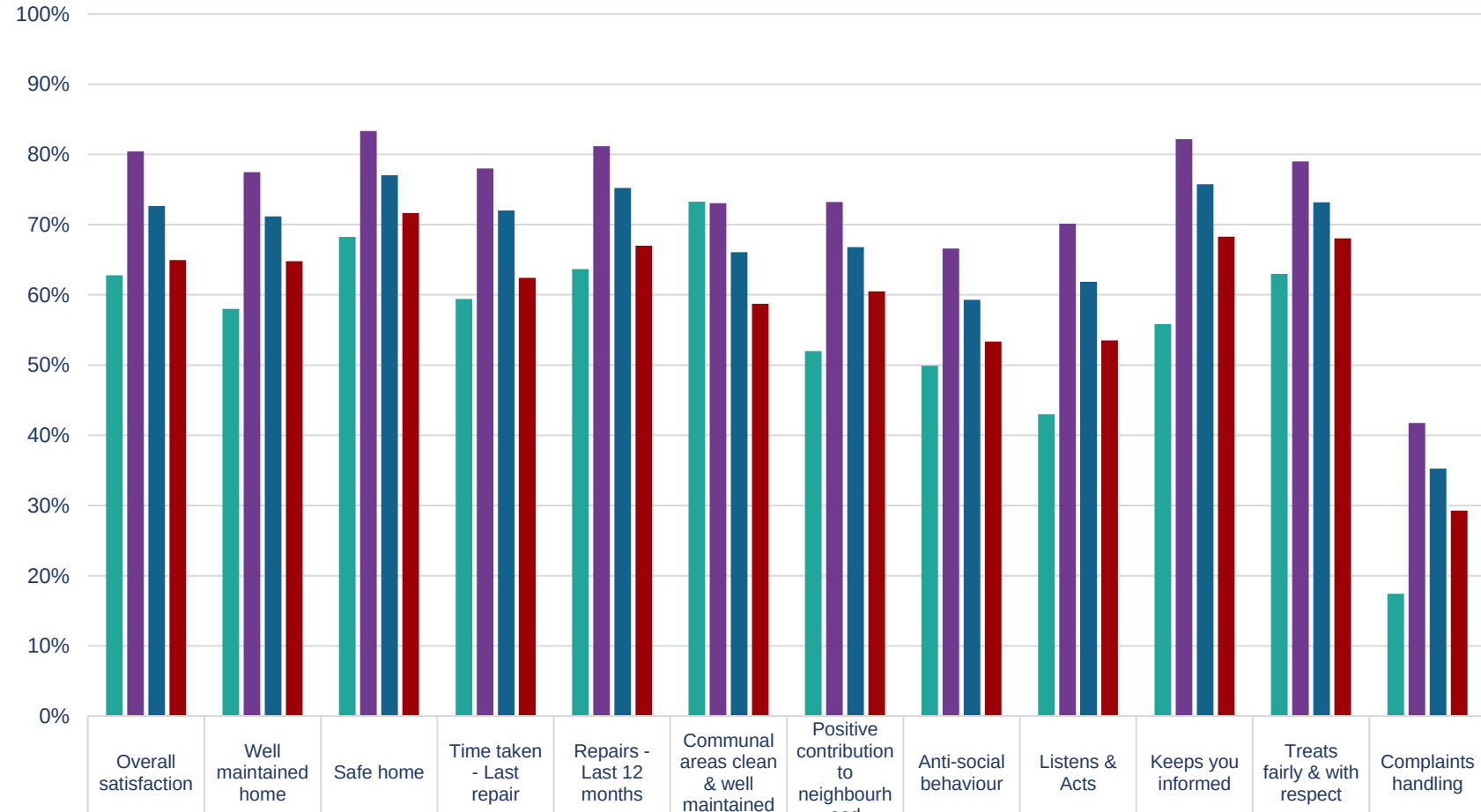
Top Comment Areas	
Customer services & contact	40%
Day-to-day repairs	29%
Communications and information	21%
Scheme/Estate Negative	11%
Tenant services and management	11%
Communal areas	9%
Organisational policies	6%
Property condition	5%
Safety and security	5%
Neighbourhood problems	4%
Scheme/Estate Positive	4%

Hot Topics	
Customer services & contact - Care, empathy, support etc.	23%
Day-to-day repairs - Timescales to complete repairs	16%
Day-to-day repairs - Outstanding / forgotten repairs	10%
Communications and information - Communications (in general)	9%
Tenant services and management - Value for money (rent/service charge)	7%
Communications and information - Keep tenants up to date	6%
Scheme/Estate Negative - Poor maintenance of communal areas	5%
Communications and information - More events, meetings	4%
Customer services & contact - Time taken to resolve enquiry	4%
Day-to-day repairs - Communication about repair (before work started)	4%
Customer services & contact - Accessibility / Language barriers	4%
Customer services & contact - Return call / email	4%
Customer services & contact - Staff knowledge / turnover	4%



Benchmarking – Acuity Clients (LCRA)

Satisfaction Levels Acuity Median Q1 – Q3 23/24



	Overall satisfaction	Well maintained home	Safe home	Time taken - Last repair	Repairs - Last 12 months	Communal areas clean & well maintained	Positive contribution to neighbourhood	Anti-social behaviour	Listens & Acts	Keeps you informed	Treats fairly & with respect	Complaints handling
Stoll	62.8%	58.0%	68.2%	59.4%	63.7%	73.2%	52.0%	49.9%	43.0%	55.9%	63.0%	17.4%
Upper Quartile	80.5%	77.5%	83.3%	78.0%	81.2%	73.0%	73.2%	66.6%	70.1%	82.2%	79.0%	41.8%
Acuity Median	72.7%	71.2%	77.0%	72.0%	75.2%	66.1%	66.8%	59.3%	61.9%	75.7%	73.2%	35.2%
Lower Quartile	65.0%	64.8%	71.6%	62.4%	67.0%	58.7%	60.5%	53.4%	53.5%	68.3%	68.1%	29.3%
Quartile Position	4	4	4	4	4	1	4	4	4	4	4	4
Number of Landlords	101	92	93	93	93	92	92	99	100	92	94	93

The chart opposite shows the performance on the core questions against Acuity clients (LCRA) that have been using the new TSM questions during the year. The chart shows the quartile positions based on the results collected from Q1 to Q3 2023/24.

All except one of Stoll's ratings are below the Acuity median and in the lower quartile. The exception being satisfaction with the cleanliness and maintenance of communal areas, where Stoll's rating is above the upper quartile and into the top quartile.

The median for satisfaction with complaints handling is the lowest of all the core metrics at 35.2%. However, satisfaction with this measure at Stoll is very low at just under 12 percentage points below the lower quartile.

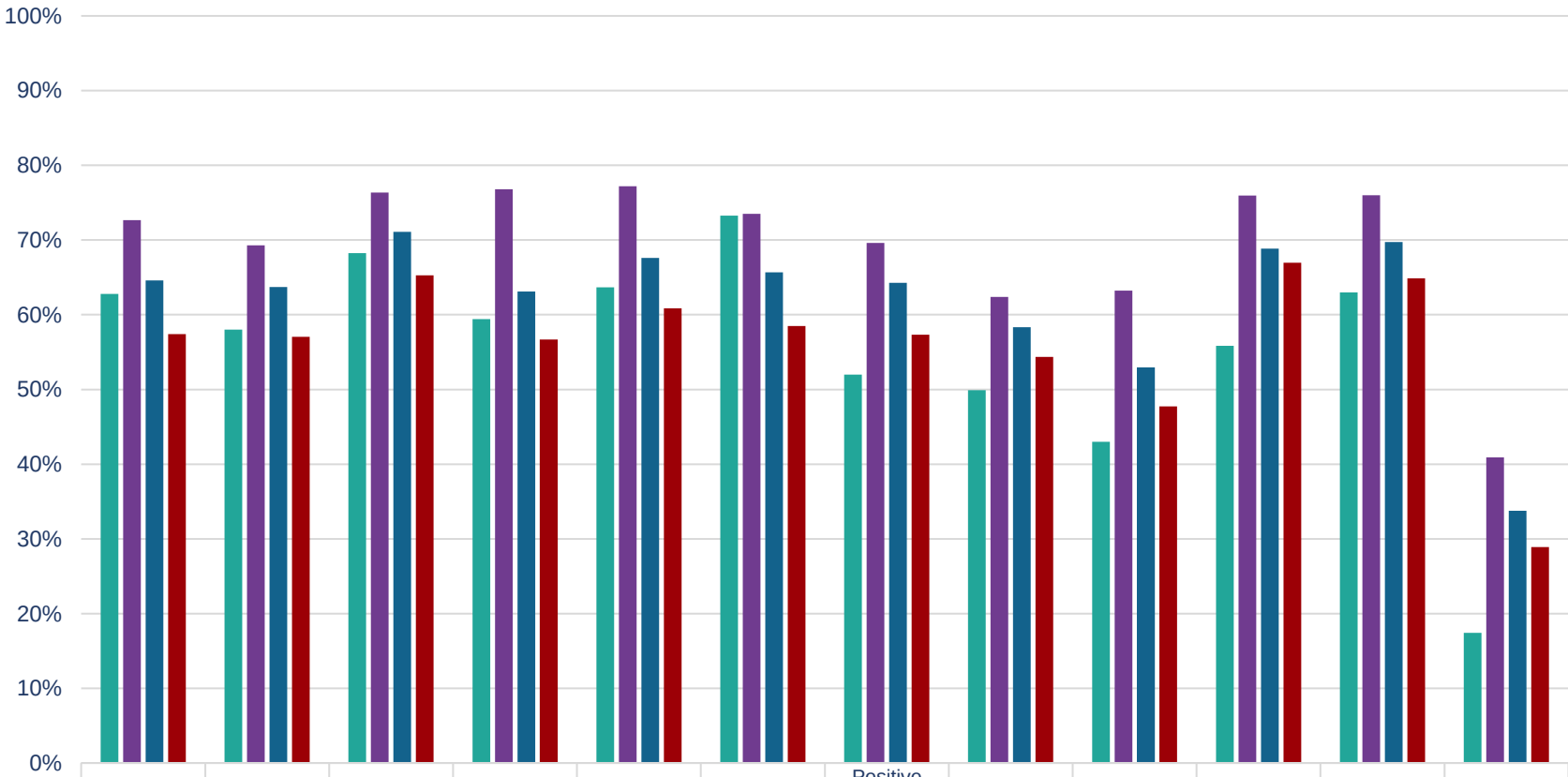
Whilst there are around 100 landlords in this benchmarking group they do vary in type, size and location so do not directly match the characteristics of Stoll, although this does help to provide context to the results.

Later this year, landlords will publish their TSM results which will allow access to a wide range of information giving opportunities for more accurate and robust benchmarking.



Benchmarking – Acuity Clients (LCRA, London)

Satisfaction Levels Acuity Median Q1 – Q3 23/24



	Overall satisfaction	Well maintained home	Safe home	Time taken - Last repair	Repairs - Last 12 months	Communal areas clean & well maintained	Positive contribution to neighbourhood	Anti-social behaviour	Listens & Acts	Keeps you informed	Treats fairly & with respect	Complaints handling
■ Stoll	62.8%	58.0%	68.2%	59.4%	63.7%	73.2%	52.0%	49.9%	43.0%	55.9%	63.0%	17.4%
■ Upper Quartile	72.7%	69.3%	76.3%	76.8%	77.2%	73.5%	69.6%	62.4%	63.2%	75.9%	76.0%	40.9%
■ Acuity Median	64.6%	63.7%	71.1%	63.1%	67.6%	65.7%	64.3%	58.3%	53.0%	68.9%	69.7%	33.8%
■ Lower Quartile	57.4%	57.1%	65.3%	56.7%	60.9%	58.5%	57.3%	54.4%	47.7%	67.0%	64.9%	28.9%
Quartile Position	3	3	3	3	3	2	4	4	4	4	4	4
Number of Landlords	29	28	29	29	29	28	28	28	28	28	28	29

It is also possible to compare performance on the core questions against Acuity (LCRA) clients using the new TSM questions during the year, that are also based in London. The chart shows the quartile positions based on the results collected from Q1 to Q3 2023/24.

Again, only satisfaction with cleaning and maintenance of communal areas, is above the median - in this case, just below the upper quartile and into the second quartile. Overall satisfaction and four other measures are below the median but above the lower quartile boundary, so falling into the third quartile. The remaining six measures are all in the lower quartile.

As the lower quartile level is slightly higher for London clients than for all clients (previous page), satisfaction with complaints handling at Stoll remains very low in comparison.



National Context

Looking at historic data for satisfaction with overall services, generally the trend is downwards for both Acuity clients (over the last three years), and for general needs tenants nationally (NHF/Housemark data) since 2018/19.

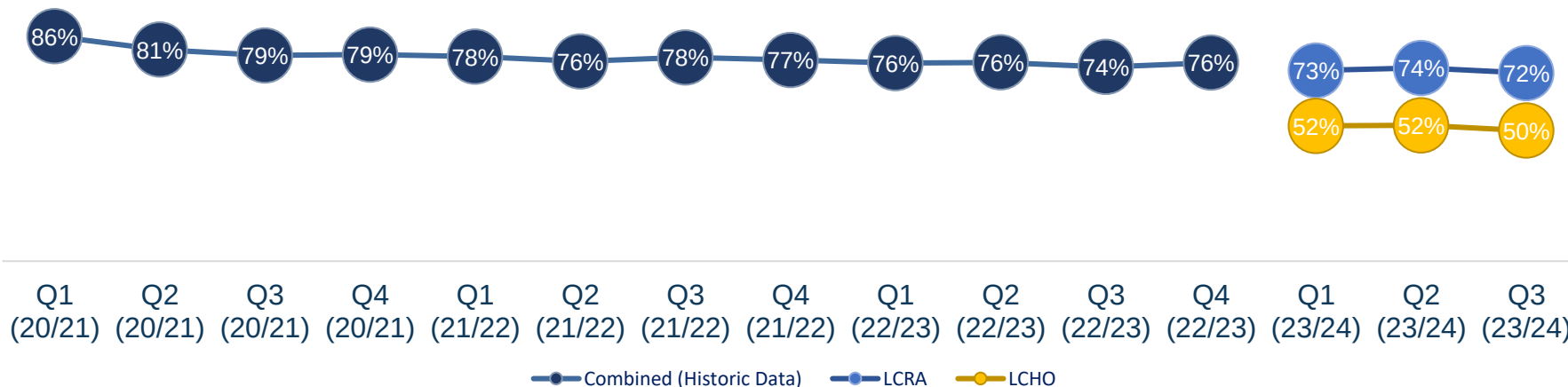
When considering the results from this survey, it is important that the national context and external factors should also be taken into account. For example:

- Cost of Living Crisis
- Government & Political Changes
- Uncertainty about the Future
- Brexit and the economy

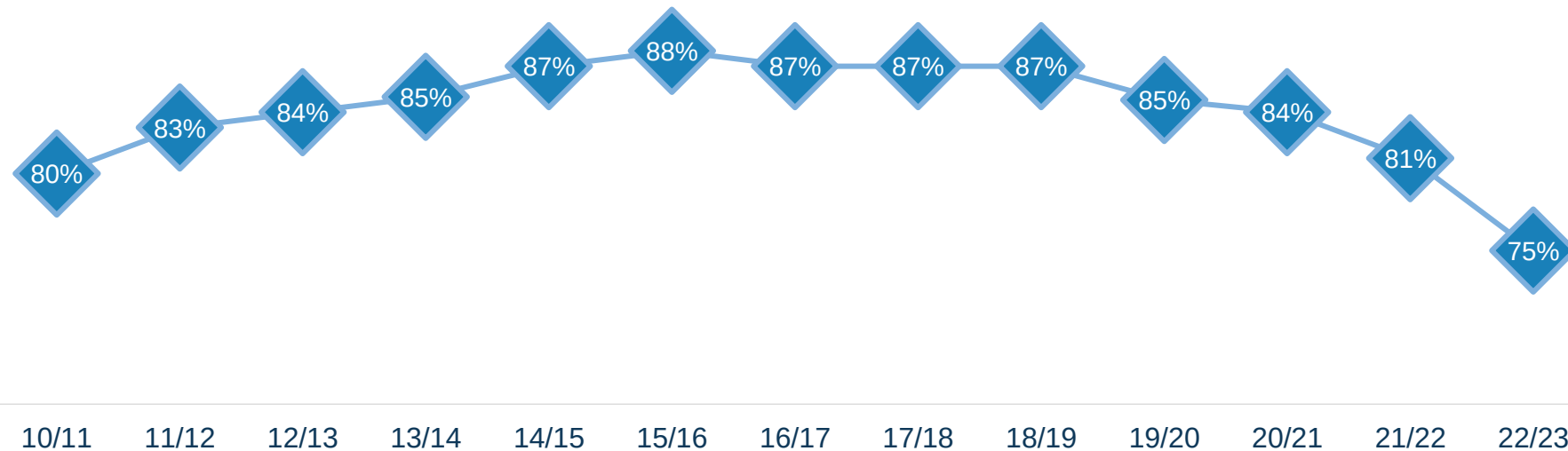
Satisfaction is based on perception rather than specific values so can be affected by these factors and how positive people feel about their lives. Factors such as the pandemic also altered the way social landlords operate, possibly making them less accessible and responsive. The results of this tenant satisfaction survey of Stoll's tenants should be viewed in this context.

The top graph demonstrates how overall satisfaction has changed over time for Acuity's clients (tracker only). The trendline is downward over the last few years. The lower chart shows the results from Housemark members.

Overall Services (Acuity Clients)



Satisfaction with services provided (NHF/Housemark median - general needs)



Scheme

The table opposite presents the satisfaction rates across all measures, for each scheme, although with Banstead Court only four responses were received making the results rather inaccurate. Despite this, the scheme is still shown but not commented upon. It summarises the charts already shown in earlier sections of the report.

The highest satisfaction rates for each of the measures, are for residents of Centenary Lodge – in most cases, all of the residents surveyed are satisfied with the service, including the overall service and all would recommend Stoll to other people.

The lowest satisfaction rates for almost all measures, are for tenants in Sir Oswald Stoll Mansions. The lowest rate (no satisfied tenants) for complaints handling, was for tenants in Countess of Wessex House.



	Banstead Court	Centenary Lodge	Chiswick War Memorial Homes	Sir Oswald Stoll Mansions	Countess of Wessex House
Overall satisfaction	50%	100%	77%	50%	68%
Well maintained home	25%	100%	77%	43%	74%
Safe home	75%	100%	85%	53%	74%
Repairs - Last 12 months	50%	100%	67%	52%	77%
Time taken - Last repair	50%	100%	67%	44%	75%
Repairs - Overall satisfaction	33%	77%	62%	39%	63%
Communal areas clean & well maintained	100%	100%	75%	61%	83%
Positive contribution to neighbourhood	33%	91%	69%	34%	75%
Anti-social behaviour	33%	100%	70%	32%	58%
Easy to deal with	67%	100%	75%	34%	78%
Listens & Acts	33%	92%	62%	25%	53%
Keeps you informed	67%	100%	77%	33%	74%
Treats fairly & with respect	100%	100%	75%	40%	83%
Complaints handling	0%	100%	50%	7%	0%
Promoters	33%	100%	54%	21%	50%
Importance of community spirit	100%	100%	77%	93%	95%
Opportunities for interaction	67%	92%	77%	56%	58%
Support from staff	67%	100%	92%	53%	68%
Energy efficiency	33%	100%	69%	41%	56%

Base: Banstead Court = 4, Centenary Lodge = 13, Chiswick War Memorial Homes = 13, Sir Oswald Stoll Mansions = 42, Countess of Wessex House = 19, Hugh Gaitskell Close = 1

Response Method

Finally, the results are grouped by the method used to respond to the survey. In this case more tenants responded by post (52) than online (39).

For all measures, satisfaction rates are higher for surveys submitted by post, rather than online. In addition, the difference in the rates between the two response methods is generally quite large – for example, there is a 30 percentage point difference for satisfaction with complaints handling, and a 41 percentage point difference in satisfaction with Stoll's approach to handling anti-social behaviour.

If the majority of postal surveys are from older respondents, this difference could be at least partially explained by the theory that older tenants are more likely to be satisfied with services.



	Postal	Online
Overall satisfaction	78%	45%
Well maintained home	75%	38%
Safe home	79%	55%
Repairs - Last 12 months	77%	44%
Time taken - Last repair	67%	48%
Repairs - Overall satisfaction	62%	35%
Communal areas clean & well maintained	79%	65%
Positive contribution to neighbourhood	67%	35%
Anti-social behaviour	68%	27%
Easy to deal with	69%	41%
Listens & Acts	53%	28%
Keeps you informed	67%	40%
Treats fairly & with respect	73%	50%
Complaints handling	37%	7%
Promoters	46%	35%
Importance of community spirit	94%	88%
Opportunities for interaction	66%	61%
Support from staff	76%	57%
Energy efficiency	65%	40%

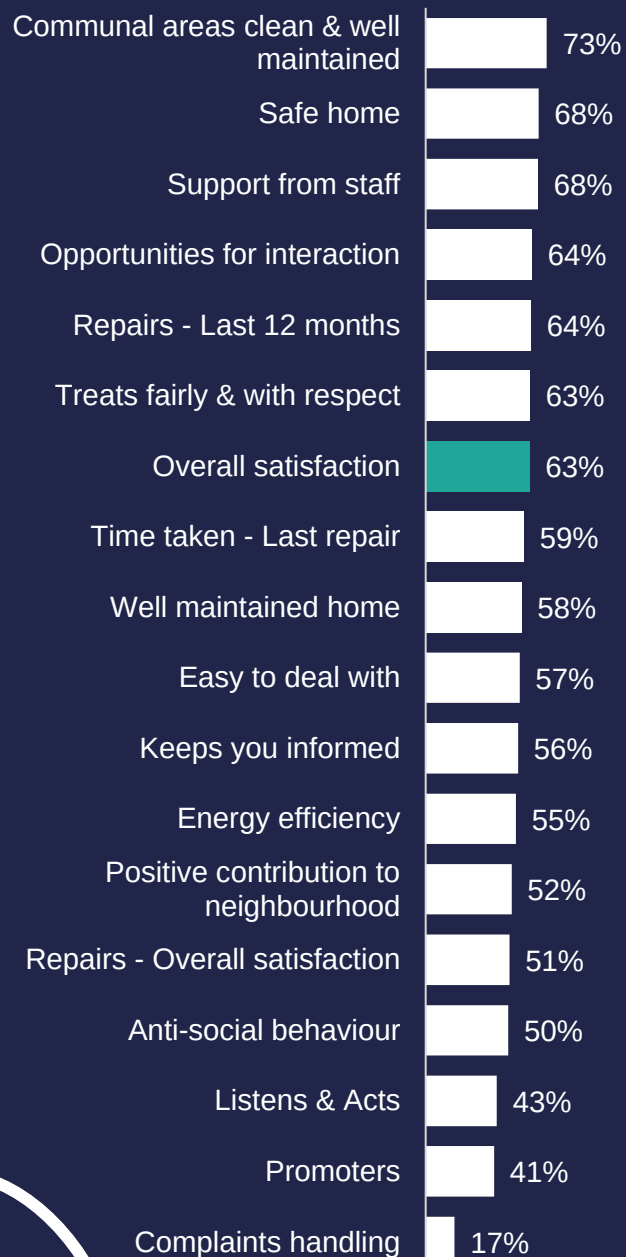
Base: Postal = 52, Online = 39



Summary of Results



Satisfaction 2024



Summary of Results

This survey has incorporated all of the Tenant Satisfaction Measures (TSMs) for the first time, which became mandatory for all registered providers of social housing to collect from April 2023. Some of these measures may be comparable to questions in previous surveys, however, others have been used for the first time and will provide an important baseline for Stoll moving forward.

Overall, levels of satisfaction with the services provided by Stoll are quite low, with 11 of the 12 TSMs scoring below the Acuity median for both LCRA clients in all regions and those based in London. The exception being satisfaction with cleaning and maintenance of communal areas, which was higher than the median and in either the first or second quartile. This ranks as the highest satisfaction rate for the survey (73%), and also has one of the lowest dissatisfaction rates at 20%.

Satisfaction with services overall is placed mid-way in the rankings at 63%, and while four measures have satisfaction rates of 50% or less, the lowest satisfaction rate is for complaints handling (17%). The highest rate of dissatisfaction is also for the handling of complaints (68%). Dissatisfaction with complaints handling is likely to incorporate more than just how tenants' complaints are handled – for example, tenants not getting the resolution they wanted or expected or not having yet received a final outcome. The only metric to have a dissatisfaction rate lower than a fifth of tenants (20%), is with opportunities for interaction (8%).

The survey included several open-ended questions giving tenants the opportunity to expand on their answers and reasons for dissatisfaction. Customer services and contact was the most common comment area, and in particular the lack of care, empathy and support provided. However, issues relating to day-to-day repairs such as the time taken to complete repairs and outstanding repairs, were also often highlighted. In addition, concerns around poor communications and information provision – both generally and around keeping tenants updated, were common.

This report has also presented a breakdown of the satisfaction rates by the schemes. This showed a clear difference across the schemes, with tenants of Centenary Lodge having the highest ratings for each of the measures, and Sir Oswald Stoll Mansions generally having the lowest. Satisfaction ratings are also broken down by response method, and this showed a marked difference with postal surveys having considerably higher ratings than those submitted online.

The survey also asked tenants questions about their wellbeing, including whether damp or mould was present in their home – 23% said that it was, and 90% of these tenants said that they had already informed Stoll. When asked about the current cost-of-living crisis, less than a quarter of tenants said that they currently struggled with paying rent or service charges, or meeting the cost of household or fuel/utility bills. However, around a quarter are worried about being able to meet these costs in future.

More than two-fifths of tenants surveyed are promoters (41%), while due to a slightly higher percentage of detractors, the Net Promoter Score is -1.

Recommendations

Stoll's mission is to house and support vulnerable Veterans to live as independently as possible.

The survey reveals some areas where performance is fairly good. However, it has also highlighted areas where there is scope for improvement.

The comments made by tenants give insight into what they are most concerned about and will help Stoll target services that may need some improvement.

Shown opposite are some recommendations that Stoll may wish to follow up on to help improve satisfaction in the future.



How complaints are dealt with

Stoll's approach to handling complaints has the lowest satisfaction rating in the survey and is significantly lower than the median rate for Acuity clients. Dealing with complaints has become a hot topic across the sector with a new focus on this as part of the TSM questions. Surveys now include a qualifying question, meaning only those experiencing complaints give their satisfaction rating, and satisfaction rates appear to have fallen as a result. However, how complaints are handled in an organisation is very important and will significantly affect satisfaction in services overall. For this reason, we suggest that Stoll investigates this area to identify where and how improvements could be made to ensure that the complaints process works as well as possible and maybe consider using additional questions in future surveys to help identify problem areas..



Customer services and communications

Answers to the open-ended questions in the survey highlighted tenants concerns with customer services, and in particular a perceived lack of care, empathy or support from Stoll. While some staff were praised for their attitude, others felt that they were not treated with respect. Tenants would like Stoll to be more honest and open about issues relating to them, to keep them up to date and to improve communications generally across all aspects of service. Consulting tenants more, communicating progress and explaining processes more clearly will help to reassure them that their issues are being addressed, and is likely to improve overall satisfaction with their landlord.



Repairs and maintenance

The way repairs and maintenance is delivered is key for any tenant and while satisfaction with repairs in the last 12 months is one of the higher measures in the survey, satisfaction with the repairs service overall is just 51%. This suggests that Stoll could look into the service provided, to identify areas that are perhaps underperforming and would benefit from being updated. Timescales to complete repairs was a particularly common concern, along with outstanding repairs. Often the repairs service is linked with property condition issues, such as the presence of damp and mould, or the need for home improvements. Improved communications around repairs, such as reporting progress, can help manage tenants' expectations and them to understand reasons for delay. Clearly, where damp or mould issues arise, they need to be addressed as a matter of urgency.

This research project was carried out to conform with ISO20252:2019 and the MRS Code of Conduct.

For further information on this report please contact:

Denise Raine: denise.raine@arap.co.uk

Acuity

Tel: 01273 287114

Email: acuity@arap.co.uk

Address: PO Box 395, Umberleigh, EX32 2HL

